Rules, Expectations & Security through
Privacy-Enhanced Convenient Technologies

The citizens' perspective: Awareness, feelings and acceptance of surveillance and surveillance systems for fighting crime in the Czech Republic. A quantitative study.

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0. Executive Summary

This document presents the results for the Czech Republic within the framework of a larger study undertaken as part of the RESPECT project. Analyses are based on a survey regarding the perceptions, feelings, attitudes and behaviours of citizens towards surveillance for the purpose of fighting crime, carried out amongst a quota sample that is representative of the population in the Czech Republic for age and gender (based on Eurostat data of 12/2012). Responses were gathered, predominantly, through an online survey supplemented by a number of questionnaires administered in face to face interviews, in order to fulfil the quota and also reach those citizens who do not use the internet. The questionnaire consisted of 50 questions and was available online in all languages of the European Union between November 2013 and March 2014. The face to face interviews were carried out between January and March 2014. The Czech sample is based on the responses from 200 individuals who indicated the Czech Republic as their country of residence in the online survey or were administered the questionnaire face to face.[1]

Generally, the data reveal a rather large spread in the Czech respondents' knowledge of different types of surveillance and surveillance technologies, with CCTV (90%) being the type most respondents have heard of and the surveillance of "suspicious" behaviour (28%) the least known. Most respondents also indicated that they know of a number of reasons for the setting up of surveillance, ranging between 86% for the detection of crime and 27% for the control of crowds. Most respondents think that surveillance is taking place in the country where they live, but less than half of the respondents felt that they do not know about the economic costs of surveillance.

All types of surveillance being investigated (CCTV, surveillance using databases containing personal information, surveillance of online social networks, surveillance of financial transactions, and geolocation surveillance) were perceived as more useful than not useful for the detection, prosecution and, partially, for the reduction of crime, with the highest mean score[2] for CCTV (4.14) and the lowest for surveillance using databases containing personal information (2.63). Surveillance was perceived as being most useful for the prosecution of crime and least useful for the reduction of crime. The results for perceived effectiveness of the different types of surveillance in protecting against crime follow the same pattern of results as for perceived usefulness of the same types of surveillance. Generally, though, the different types of surveillance are perceived as less effective in the protection against crime than they are deemed useful for the reduction, detection, and prosecution of crime. Different acceptance levels in different locations also point at acceptance of surveillance being related to respondents having become accustomed to surveillance in city centres and urban areas.

Almost a third of Czech respondents feel insecure in the presence of surveillance (29%), whereas in only 17% of respondents surveillance produces feelings of security. Regarding the respondents' feelings about personal information gathered through surveillance, respondents feel generally a strong lack of control over processing of personal information gathered via surveillance, irrespective of whether it has been gathered by government agencies or by private companies. Additionally, there is a visible lack of trust in both private companies and government agencies being able to protect personal information gathered via surveillance, with more mistrust towards private companies than towards government agencies. Consequently, there may not only be a missing

[1] The overall Czech sample consists of 259 respondents. However, due to the fact that most responses were collected through an online survey, in some of the age/gender subgroups more responses were collected than were needed to complete the quota. In such cases, the questionnaires to be used were randomly selected from amongst the responses collected for that subgroup.

[2] On a scale from 1 to 5, with 1=not useful at all, and 5=very useful.

link between surveillance and feelings of security, but also perceptions of a substantial lack of data protection in connection with personal information gathered through surveillance.

Despite their feelings of insecurity, mistrust and lack of control over processing of personal information gathered via surveillance, respondents feel more happy than unhappy with CCTV and surveillance of financial transactions, whilst they feel more unhappy than happy with surveillance using databases containing personal information, surveillance of online social networks and geolocation surveillance. They also feel more unhappy than happy about surveillance taking place without people knowing about it.

The majority of Czech respondents agreed more than disagreed that most types of surveillance investigated (except CCTV) have a negative impact on one's privacy. The strongest negative impact on privacy was perceived for geolocation surveillance. Moreover, only very few respondents are willing to accept financial compensation in exchange for surveillance measures that would involve greater invasion of privacy (between 8% for surveillance of online social networks and 14% for surveillance using databases containing personal information).

The sharing of information gathered through surveillance by government agencies with other government agencies, or with foreign governments, is deemed acceptable by the majority of respondents if the citizen is suspected of wrong-doing. However, most of these respondents believe it is necessary that the surveillance needs to be legally authorised for it to be acceptable, and sharing information with private companies is much less acceptable even if surveillance has been lawfully authorised. An even lower number of respondents find it fully acceptable, or acceptable even if the citizen is suspected of wrong-doing, for private companies to share a citizen's personal information. Generally, there is a considerable number of respondents who feel that, unless information or consent has been given, private information should "stay private".

Protection of the individual and, in particular, protection of the community were perceived as social benefits of surveillance. But risks ("social costs") associated with surveillance seemed to be more keenly felt. The highest risks were perceived to be intentional misuse of information (mean score 6.37[3]), privacy invasion (6.30) and misinterpretation (6.08) arising from surveillance, followed by loss of control over the usage of one's personal data gathered via surveillance. Discrimination, stigma, and the limitation of citizen rights as consequences of surveillance appear also to be of concern, though not at the same level. However, there has been very little change in personal behaviour as a consequence of awareness of surveillance. A majority of respondents have stopped accepting discounts in exchange for personal data (60%[4]), but only about a quarter of the respondents have kept themselves informed about technical possibilities to protect their personal data (26%), restricted their activities or the way they behave (24%[3]), or avoided locations or activities that they suspect are under surveillance (26%[3]).

There were only very few significant gender differences. Female respondents indicated that they noticed CCTV less often than males, they believed that surveillance of financial transactions takes place less often and they felt a less negative impact of surveillance on their privacy than males, but they also felt less in control over their personal data collected via surveillance measures. However, there were no significant gender differences in respondents' perceptions of usefulness and effectiveness of the different types of surveillance, feelings of security due to the presence of surveillance, general happiness with surveillance measures, or trust into government agencies and private companies handling their personal data. Regarding the "social costs" of surveillance, male respondents feel the risk of surveillance limiting a citizen's right of information stronger than females, and they

[3] On a scale from 1 to 7, with 1=disagree, and 7=agree.
[4] Answers 5, 6 or 7 on a scale from 1 to 7, with 1=disagree and 7=agree.

appeared partially to be more active, or less inactive, in their adaptation of behaviour due to perceived risks than female respondents.

A couple of patterns can also be identified with regards to the demographic factor of age. Younger Czech respondents, in particular those aged 25-34, exhibit some more surveillance technology-related knowledge, critical attitudes towards the usefulness and effectiveness of such surveillance measures and, accordingly, stronger feelings of insecurity, a negative impact on privacy, and generally feeling more unhappy with surveillance. At the same time though, there are only very few statistically significant differences between age groups regarding the awareness of surveillance measures taking place and perceptions of risks ("social costs"). Therefore, surveillance-related risk perceptions, feelings such as security (or insecurity) due to the presence of surveillance and generally being happy (or unhappy) with surveillance cannot be easily connected with awareness of surveillance itself.

To summarise, the Czech respondents indicated a strongly felt lack of trust in the protection of, and control over, personal information gathered via surveillance. At the same time, whether respondents feel more unhappy or happy depends on the type of surveillance measure. But despite the respondents' general perception of surveillance measures being useful, surveillance measures currently reduce feelings of insecurity in less than 1 in 5 people, whereas in 1 out of 3 respondents the presence of surveillance produces feelings of insecurity. Analyses also indicate that the Czech respondents' feeling happy or unhappy with surveillance is only weakly to moderately related to feeling more secure or insecure in the presence of surveillance, and that neither an increased belief in the general effectiveness of surveillance nor in the effectiveness of laws regarding the protection of personal data gathered via surveillance may make citizens feel more secure.

Further research is needed to disentangle the relationships between surveillance measures, feelings of security or insecurity, and citizens' general quality of life feelings.

1. Introduction

The analyses and results in this document are based on a survey regarding the perceptions, feelings, attitudes and behaviour of European citizens towards surveillance for the purpose of fighting crime. This study was undertaken as part of the RESPECT project – "Rules, Expectations and Security through Privacy-enhanced Convenient Technologies" (RESPECT; G.A. 285582) – which was co-financed by the European Commission within the Seventh Framework Programme (2007-2013). Quota samples were used for each RESPECT partner country which were based on demographic data retrieved from the Eurostat statistics of December 2012.[5] Responses were gathered, predominantly, through an online survey supplemented by a number of questionnaires administered in face to face interviews, in order to fulfil quotas and reach those citizens who do not use the internet. The survey consisted of 50 questions and sub-questions, and was available online in all languages of the European Union from November 2013 until March 2014.[6] A snowball technique was used to promote the study and disseminate links to the questionnaire. Most RESPECT partners placed advertisements on their respective university/institute website and those of related institutions, sent out press releases and placed banners or advert links in local online newspapers or magazines, posted links to the questionnaire on social networking websites, sent the link out in circular emails (e.g., to university staff and students), and used personal and professional contacts to promote the survey. In order to achieve the quota a number of questionnaires were administered in face to face interviews. Typically, these face to face interviews were required for the older age groups as internet usage is not as common amongst older citizens as it is with the younger population.

Overall, 5,361 respondents from 28 countries completed the questionnaire. This total sample shows a very even gender and age distribution, which is unsurprising given that target quotas were set for each RESPECT partner country. The Czech sample used for this analysis is based on the responses from 200 individuals who indicated the Czech Republic as their country of residence in the online survey or were administered the questionnaire face to face. The sample has a gender distribution of 51% females and 49% males, and an age distribution (see figure 1 below) that is representative for this country.

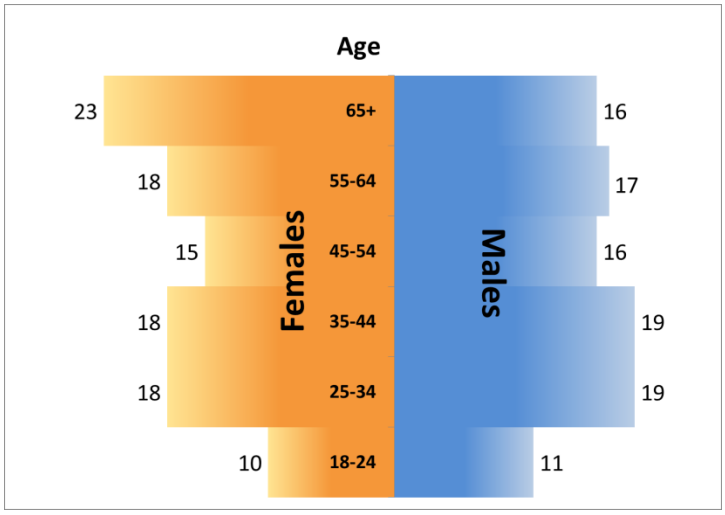

Figure 1: Age and gender distribution of Czech quota sample

Not fully satisfactory is the high level of education of the majority of respondents (56% with tertiary or post-graduate education). However, this was to be expected due to the majority of responses being collected online as well as several of the recruiting institutions being academic entities, and it is still below the education level of

[5] Source: http://epp.eurostat.ec.europa.eu/portal/page/portal/population/data/main_tables.
[6] The English version of this this questionnaire may be seen in Appendix B.

respondents in the total RESPECT sample (73%). Regarding specific demographic data related to aspects of surveillance, 21% of Czech respondents (16% of total sample) felt that they were living in an area with increased security risks, 50% (53% total sample) indicated that they usually travel abroad at least twice per year, and 68% (71% total sample) responded that they usually visited a mass event at least twice per year. Therefore, it can be assumed that the majority of respondents are frequently exposed to a variety of surveillance measures that are intended to fight crime.

This report presents results on citizens' perceptions, awareness, acceptance of, and feelings towards, surveillance, and the potential relationships between these factors. Furthermore, separate analyses are dedicated to the social and economic costs of surveillance – covering also the additional aspect of behaviour and behavioural intentions – which are specific tasks within the RESPECT project. Another separate section focuses on how the results on various aspects of surveillance vary with age; gender aspects are discussed throughout all sections alongside the general results.

2. Citizens' knowledge of surveillance

2.1 Awareness of different types of surveillance

Generally, there can be observed a rather large spread in the awareness of different types and technologies of surveillance, with no statistically significant differences between female and male responses. Almost all Czech respondents (90%) indicated that they have heard of CCTV, whereas just above a quarter (28%) had heard of the surveillance of "suspicious" behaviour.

Table 1
Knowledge of types of surveillance

		Answer = YES		
		Total	**Female**	**Male**
Q1_1	**Biometric data**, e.g. analysis of fingerprints, palm prints, facial or body features	76.0%	76.5%	75.5%
Q1_2	**"Suspicious" behaviour**, e.g. automated detection of raised voices, facial or body features	28.0%	23.5%	32.7%
Q1_3	**Data and traffic on the internet**, e.g. Deep Packet/Content inspection	39.5%	31.4%	48.0%
Q1_4	**Databases** containing personal information, e.g. searching state pension databases, or customer databases of private companies	54.0%	50.0%	58.2%
Q1_5	**Online communication**, e.g. social network analysis, monitoring of chat rooms or forums	67.5%	66.7%	68.4%
Q1_6	**Telecommunication**, e.g. monitoring of phone calls or SMS	83.5%	82.4%	84.7%
Q1_7	**Electronic tagging / Radio Frequency Identification** (RFID), e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	49.0%	44.1%	54.1%
Q1_8	**Global Positioning Systems** (GPS), e.g. tracking geolocation of cars or mobile phones	77.5%	72.5%	82.7%
Q1_9	**CCTV cameras**, e.g. in public places, airports or supermarkets	90.0%	92.2%	87.8%
Q1_10	**Financial information**, e.g. tracking of debit/credit card transactions	67.5%	61.8%	73.5%

Q1: Have you ever heard of the use of any of the below for the purpose of monitoring, observing or tracking of people's behaviour, activities or personal information?
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

2.2 Known reasons for surveillance

Most respondents are aware of the main reasons for deploying surveillance. The reason for surveillance that is most known about is the detection of crime (85.5%), and the least known is the use of surveillance for control of crowds (27%). There are, again, no statistically significant gender differences in knowing of the reasons for surveillance that were investigated.

Table 2

Known reasons for surveillance

		Answer=YES		
		Total	**Female**	**Male**
Q2_1	The reduction of crime	63.0%	62.7%	63.3%
Q2_2	The detection of crime	85.5%	84.3%	86.7%
Q2_3	The prosecution of crime	83.0%	86.3%	79.6%
Q2_4	Control of border-crossings	37.0%	36.3%	37.8%
Q2_5	Control of crowds	27.0%	22.5%	31.6%
Q2_6	Other	11.0%	12.7%	9.2%
Q2_7	I don't know of any reasons.	3.0%	2.9%	3.1%

Q2: What reasons for the setting up of surveillance do you know of?

Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

3. Perceived usefulness and effectiveness of surveillance

3.1 Perceived usefulness

Surveillance of CCTV is perceived as more useful than the other four types of surveillance investigated (surveillance using databases containing personal information, surveillance of online social networks, surveillance of financial transactions, and geolocation surveillance) for the reduction, detection, and prosecution of crime. Most of the five types of surveillance were perceived to be most useful for the prosecution of crime, slightly less useful for the detection of crime, and slightly less useful still for the reduction of crime. Generally, though, all five types of surveillance investigated are perceived to be useful for the prosecution, detection and, partially[7], for the reduction of crime (mean result in all categories is above the midpoint of 3.00 in Table 3).

Surveillance of CCTV is perceived to be the most useful of the different types of surveillance, followed by surveillance of financial transactions and geolocation surveillance. Surveillance of online social networking and surveillance using databases containing personal information were perceived to be the least useful. There were no significant gender differences.

Table 3

Perceived usefulness of surveillance

		Total		Female		Male	
Q3.1	**the reduction of crime**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
Q3.1_1	CCTV cameras	3.91	1.126	3.96	1.192	3.85	1.057
Q3.1_2	Surveillance using databases containing personal information	2.63	1.211	2.57	1.054	2.69	1.352
Q3.1_3	Surveillance of online social networking	2.85	1.244	3.03	1.224	2.66	1.242
Q3.1_4	Surveillance of financial transactions	3.27	1.345	3.37	1.285	3.18	1.403
Q3.1_5	Geolocation surveillance	3.08	1.336	3.14	1.348	3.03	1.330
Q3.2	**the detection of crime**						

[7] For the reduction of crime, only CCTV, surveillance of financial transactions and gelolocation surveillance were perceived to be useful; surveillance of online social networking and surveillance using databases containing personal information were perceived by a majority of respondents as not useful.

Q3.2_1	CCTV cameras	4.12	1.076	4.20	1.103	4.04	1.046
Q3.2_2	Surveillance using databases containing personal information	3.11	1.188	3.21	1.201	3.02	1.175
Q3.2_3	Surveillance of online social networking	3.35	1.143	3.51	1.174	3.19	1.092
Q3.2_4	Surveillance of financial transactions	3.97	1.102	3.91	1.161	4.02	1.042
Q3.2_5	Geolocation surveillance	3.72	1.211	3.83	1.202	3.60	1.216
Q3.3	**the prosecution of crime**						
Q3.3_1	CCTV cameras	4.14	1.064	4.24	1.023	4.03	1.098
Q3.3_2	Surveillance using databases containing personal information	3.35	1.267	3.41	1.323	3.30	1.218
Q3.3_3	Surveillance of online social networking	3.42	1.233	3.55	1.310	3.29	1.143
Q3.3_4	Surveillance of financial transactions	4.05	0.988	4.06	0.993	4.04	0.988
Q3.3_5	Geolocation surveillance	4.03	1.145	4.11	1.126	3.94	1.165

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Q3: How useful in general do you think the following types of surveillance are for […] (1=not useful at all; 5=very useful)
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

The potential relationships between the perceived usefulness of different types of surveillance for the reduction, detection and prosecution of crime were examined (See Table A3 in Appendix A). It appears that there is a relationship between beliefs about the usefulness of the various types of surveillance for different purposes. For example, if a respondent perceives surveillance of online social networking as useful for the reduction of crime then the respondent is also likely to perceive this form of surveillance as useful for the detection of crime and prosecution of crime. There is a similar pattern of responses for all types of surveillance: The relationship between their perceived usefulness for detection of crime and their perceived usefulness for prosecution was typically strongest, followed by the relationship between detection and reduction of crime. This pattern of responses suggests that the concepts of reduction, detection, and prosecution of crime may be somewhat entangled. However, it is also possible that some respondents decided on a general "usefulness setting" for each type of technology and answered the questions on the reduction, detection, and prosecution of crime in a similar way. The overall closest relationship was found for surveillance of online social networking between its usefulness for detection and its usefulness for prosecution of crime, and there were also strong links between the perceived usefulness of surveillance using databases containing personal information for the detection of crime and that of the prosecution of crime. Whilst these types of surveillance are believed to be considerably less useful by respondents than the others (financial tracking, CCTV, and geolocation surveillance), this relationship between perceived usefulness in different situations may point at respondents not only having a somewhat blurred picture of these forms of surveillance, but also being under-informed.

Furthermore, a strong relationship is observed between the perceived usefulness of surveillance using databases containing personal information for the reduction of crime and the perceived usefulness of geolocation surveillance for the same purpose. A similar, though less strong, relationship is present between the perceived usefulness of these types of surveillance for the detection of crime. This may, again, be the result of some respondents not distinguishing much between the different types of surveillance and rather focusing on the usefulness of surveillance generally for different purposes.

There is no correlation between the knowledge of general purposes of surveillance, and the assumed usefulness of specific types of surveillance for these purposes. A reason for this missing link may be that surveillance still represents a somewhat abstract concept for the majority of citizens. To imagine specific purposes, these need to be linked to specific types, technologies or measures of surveillance.

3.2 Effectiveness in protection against crime

The results for perceived effectiveness of the different types of surveillance in protecting against crime follow the same pattern of results as for perceived usefulness of the same types of surveillance in the reduction, detection, and prosecution of crime. However, the different types of surveillance are generally perceived to be less effective in protection against crime than they are deemed to be useful for the reduction, detection, and prosecution of crime. Between 63%[8] (reduction of crime) and 71%[9] (prosecution of crime) of respondents believed that surveillance of CCTV is useful, but only 53%[10] of respondents agreed that it is effective. CCTV is perceived to be the most effective surveillance measure in protection against crime, followed by surveillance of financial transactions and geolocation surveillance. Surveillance of online social-networking and surveillance using databases containing personal information are not seen as particularly effective methods of protection against crime. Again, there is no evidence of significant gender differences.

Table 4

Perceived effectiveness of surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	5.04	1.776	5.02	1.849	5.05	1.703
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.05	1.812	3.02	1.786	3.08	1.845
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.62	1.894	3.78	1.839	3.45	1.947
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.29	1.935	4.22	1.916	4.36	1.962
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	3.87	2.021	3.93	2.043	3.81	2.007

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Q5.1.1: How much do you agree or disagree with the following statements […] (1=disagree; 7=agree)
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

3.3 Relationship between perceived usefulness and effectiveness

There is, mostly, a clear relationship between the perceived usefulness of a type of surveillance in the reduction, detection, and prosecution of crime and the perceived effectiveness of that type of surveillance in the protection against crime (see Table A22 in Appendix A). The strongest relationship for all types of surveillance is found between perceived usefulness in reduction of crime and perceived effectiveness in the protection against crime; amongst the different types of surveillance, surveillance of online social networking is showing the strongest relationships between usefulness (for all three purposes) and effectiveness.

[8] Answers 4 or 5 on a scale from 1 to 5, with 1=not useful at all and 5=very useful.
[9] Answers 4 or 5 on a scale from 1 to 5, with 1=not useful at all and 5=very useful.
[10] Answers 5, 6 or 7 on a scale from 1 to 7, with 1=disagree and 7=agree.

4. Perceptions of surveillance

4.1 Surveillance and feelings of security

As seen in the previous section, most of the different types of surveillance are perceived as useful in the reduction, detection, and prosecution of crime and, though at a lower level, effective in the protection against crime. At the same time, surveillance measures appear to make respondents feel more insecure than secure: For only 17% of respondents, the presence of surveillance makes them feel secure (4 or 5 on a 5-point scale, with 1=very insecure and 5=very secure), whilst almost a third (29%) feel insecure (1 or 2 on a 5-point scale, with 1=very insecure and 5=very secure) when surveillance is present. The remaining respondents indicated either the mid-point of the scale (40%), or "I don't know" (4%).

4.2 Personal information collected through surveillance

Respondents generally feel a very strong lack of control over the processing of personal information gathered via surveillance, irrespective of whether it has been gathered by government agencies or by private companies. There is also a visible lack of trust in both private companies and government agencies being able to protect personal information gathered via surveillance, but with more mistrust towards private companies than towards government agencies. Consequently, there may not only be a missing link between surveillance and security, but also perceptions of a substantial lack of data protection in connection with personal information gathered through surveillance. Female respondents appeared to feel even less control (over their data collected by private companies) than male respondents.

Table 5

Feelings of security, control and trust

		Total		Female		Male	
4.3	**Security** (1=very insecure; 5=very secure)	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
	How secure does the presence of surveillance measures make you feel?	2.86	1.089	2.92	0.978	2.80	1.189
4.4	**Control** (1= no control; 5=full control)						
4.4.1	How much control do you think you have over the processing of personal information gathered by government agencies via surveillance measures?	1.66	0.941	1.58	0.883	1.73	0.994
4.4.2	How much control do you think you have over the processing of personal information gathered by private companies via surveillance measures?	1.51	0.840	1.36	0.723	1.64*	0.922
4.5	**Trust** (1=no trust; 5=complete trust)						
4.5.1	How much do you trust government agencies that they protect your personal information gathered via surveillance measures?	2.27	1.072	2.25	1.026	2.28	1.121
4.5.2	How much do you trust private companies that they protect your personal information gathered via surveillance measures?	1.52	0.764	1.42	0.691	1.62	0.822

Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

4.3 “Happiness” with surveillance

Despite their feelings of insecurity in the presence of surveillance, mistrust and lack of control over data collected through surveillance, respondents feel more happy than unhappy with CCTV and surveillance of financial transactions. On the other hand, they feel more unhappy than happy with geolocation surveillance, surveillance of online social networks and surveillance using databases containing personal information, the latter being that type of surveillance respondents feel most unhappy with (mean score 3.45). But they are unhappier still with surveillance taking place without people knowing (mean score 3.63). There are no significant differences between female and male responses.

Table 6

Happiness with surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
5.3_1	Feel happy/unhappy about CCTV cameras	2.72	0.993	2.59	0.987	2.84	0.988
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.35	0.997	3.20	0.902	3.51	1.073
5.3_3	Feel happy/unhappy about surveillance using databases	3.45	0.931	3.41	0.896	3.49	0.967
5.3_4	Feel happy/unhappy about surveillance of financial transactions	2.96	0.913	3.02	0.874	2.89	0.949
5.3_5	Feel happy/unhappy about geolocation surveillance	3.26	1.010	3.17	0.991	3.36	1.025
5.4	Feel happy/unhappy about surveillance taking place without noticing	3.63	1.049	3.62	1.089	3.63	1.011

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Q5.3: How happy do you feel about the following types of surveillance […] (1=very happy; 5=very unhappy)
Q5.4: How happy do you feel about surveillance taking place without being aware of it? (1=very happy; 5=very unhappy)
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

4.4 Relationship between security and happiness

There are moderate to strong correlations between citizens' feelings of being happy, or unhappy, with different types of surveillance (see table A23 in Appendix A). For example, respondents who are happy or unhappy with geolocation surveillance are also happy or unhappy with social-networking surveillance, CCTV and surveillance using databases containing personal information. As was the case in Section 3.1 above, this may be the result of several respondents not distinguishing much between the different types of surveillance.

There is also a, mostly weak, relationship between generally feeling happy or unhappy about different types of surveillance and being happy or unhappy with surveillance taking place without one's knowledge, in particular for geolocation surveillance. Additionally, being happy or unhappy with different types of surveillance is weakly to moderately related to feelings of security as a consequence of the presence of surveillance; this relation is most evident for surveillance of online social networking, and least for surveillance of financial transactions. Furthermore, being happy or unhappy with the different types of surveillance is linked to the perceived usefulness of this type of surveillance for the reduction, detection and prosecution of crimes. However, this relationship is mostly weak to very weak (see table A9 in Appendix A).

4.5 Surveillance and privacy

Table 7
Perceptions of privacy

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
5.1.2_1	CCTV has a negative impact on one's privacy	3.91	2.325	3.44	2.309	4.38*	2.257
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.46	2.059	4.16	2.162	4.76*	1.918
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.29	2.314	3.82	2.327	4.78*	2.209
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.03	2.192	3.71	2.174	4.34	2.176
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.51	2.303	4.10	2.286	4.92*	2.258

Q5.1.2: How much do you agree or disagree with the following statements […] (1=disagree; 7=agree)
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

The majority of respondents agreed more than disagreed that most types of surveillance (except CCTV) have a negative impact on privacy, with male respondents feeling this negative impact to be stronger than female respondents (Table 7). The highest negative impact on privacy was perceived for geolocation surveillance. Irrespective of their views on the impact of different types of surveillance on privacy, very few respondents, both male and female, are willing to accept financial compensation in exchange for surveillance measures that would involve greater invasion of privacy (Table 8).

Table 8
Financial privacy trade-off

5.1.3	**Would you be willing to accept payment as compensation for greater invasion of your privacy, using:**	**Answer=YES**		
		Total	**Female**	**Male**
5.1.3_1	Surveillance via CCTV cameras	9.0%	8.3%	9.6%
5.1.3_2	Surveillance of online social networks	7.5%	6.7%	8.2%
5.1.3_3	Surveillance utilising databases containing personal information	14.3%	11.7%	16.4%*
5.1.3_4	Surveillance of financial transactions	12.8%	10.0%	15.1%
5.1.3_5	Geolocation surveillance	10.5%	11.7%	9.6%

Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

Perceived impact of surveillance on privacy was only very weakly (or, for CCTV, weakly) related to respondents' feelings of security or insecurity due to the presence of surveillance, to feelings of trust in private companies and government agencies being able to protect personal information gathered via surveillance, and to feelings of control over processing of personal information gathered via surveillance (see table A24 in Appendix A). Therefore, despite the clearly perceived lack of trust and control in the context of personal information gathered

during surveillance, and a clearly perceived negative impact of surveillance on privacy, these feelings appear not to be necessarily related.

4.6 Relationships between feelings, effectiveness of surveillance measures, and related laws

There is no relationship between the respondents feeling secure due to the presence of surveillance, and feelings of control over their personal data collected through surveillance. Only feelings of security due to the presence of surveillance and trust that personal data gathered by government agencies through surveillance is protected show a weak link. A similar picture is revealed when looking at the relationship between feelings of control over personal information and trust in its protection with the perceived effectiveness of laws and regulations regarding the protection of personal information gathered via surveillance measures, with only very weak links (see table A25 Appendix A).

The relationship between the perceived effectiveness of data protection laws and feelings of trust that personal data gathered by government agencies through surveillance is protected is only marginally stronger than the relationship with feelings of trust that personal data gathered by private companies is protected. This finding may be due to the fact that data protection laws are perceived as not being applied by or being applicable to government agencies more than to private companies. Additionally, there is an only very weak relationship between the perceived effectiveness of laws regarding the protection of personal information gathered via surveillance measures and feelings of security produced by surveillance. It would, therefore, appear that an increased belief in the effectiveness of data protection laws may not reduce feelings of security in the presence of surveillance.

There is also a relationship between perceived effectiveness of surveillance measures and feelings of security in the presence of surveillance (see table A26 Appendix A), but it is, again, only a weak one, suggesting that increasing the perceived effectiveness of surveillance measures may not increase citizens' feelings of security in the presence of surveillance either.

5. Awareness of surveillance taking place

5.1 Noticing CCTV

Table 9

Whether CCTV is noticed

Q5.2.1	Total	Female	Male
I never notice CCTV cameras.	10.5%	14.7%	6.1%*
I rarely notice CCTV cameras.	28.5%	33.3%	23.5%*
I sometimes notice CCTV cameras.	31.5%	32.4%	30.6%*
I often notice CCTV cameras.	24.0%	13.7%	34.7%*
I always notice CCTV cameras.	3.0%	2.0%	4.1%
I don't know / No answer	2.5%	3.9%	1.0%

Q5.2.1: Which of the following best describes you? […]

Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

There is a significant gender difference in whether CCTV is noticed. Although overall only about one out of four respondents (27%) often or always notice CCTV cameras, there is a significantly higher proportion of male (38.8%)

than female respondents (27%) who indicated that they often or always notice CCTV cameras. Correspondingly, 39% of female respondents, but only 29.6% of male respondents, rarely or never notice CCTV cameras.

5.2 Beliefs about surveillance taking place

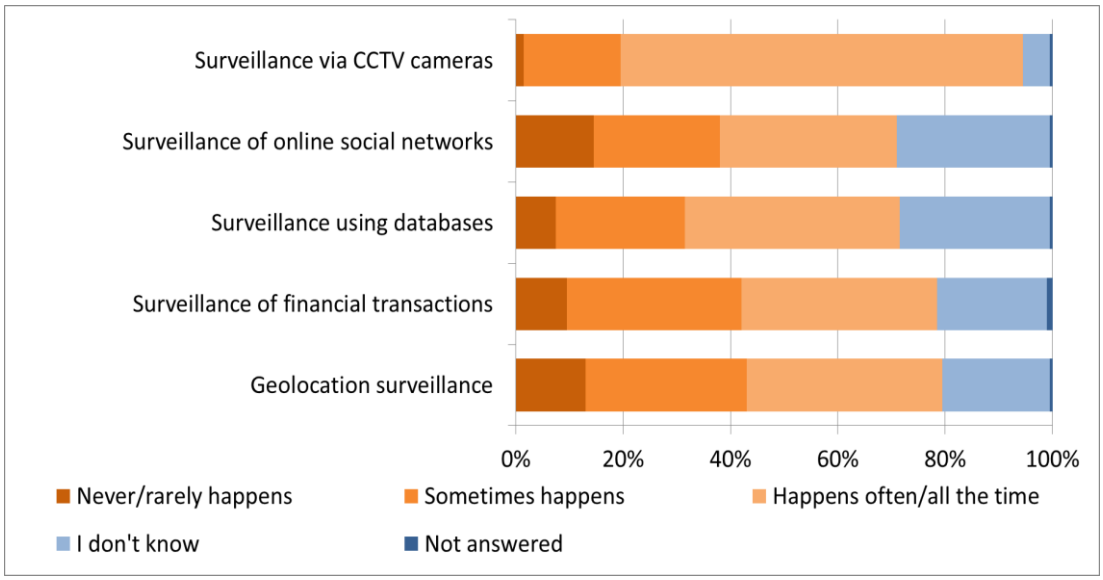

Figure2: Q5.2.2 – In your opinion, how often do the following types of surveillance take place in the country where you live?

Not very surprisingly, a large majority of respondents believes that CCTV surveillance takes place often or all the time in the country where they live (75%). Far fewer respondents believe that the other types of surveillance take place, between 33 and 40% for surveillance of online social-networking, surveillance using databases containing personal information, surveillance of financial transactions and geolocation surveillance. Interesting, though, is the considerable proportion of respondents who indicated for these types of surveillance that they, actually, "don't know" whether or how often such surveillance takes place in their country (20-29%). Male respondents believed surveillance of financial transactions to take place more often than female respondents, but there were not significant differences between male and female responses for all other types of surveillance.

6. Acceptability of data sharing practices

Table 10

Acceptability of data sharing practices of government agencies

	Sharing citizens' information gathered via surveillance measures with other government agencies	Sharing citizens' information gathered via surveillance measures with foreign governments	Sharing citizens' information gathered via surveillance measures with private companies
Fully acceptable in all circumstances	5.5%	5.5%	1.5%
Acceptable only if the citizen is suspected of wrong-doing	25.5%	19.0%	9.5%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	43.5%	45.0%	20.0%
Acceptable if the citizen is informed	17.5%	12.0%	7.0%
Acceptable if the citizen has given consent	22.5%	20.5%	28.0%
Not acceptable in any circumstances	3.0%	10.5%	38.5%
I don't know	5.0%	8.0%	5.0%

_____

Q7.1: Please indicate the extent to which you believe the following practices of government agencies for fighting crime are acceptable or not: Government agencies share a citizen's information gathered via surveillance measures with […]

Generally, the sharing of information gathered through surveillance by government agencies with other government agencies or with foreign governments is deemed acceptable by the majority of respondents if the citizen is suspected of wrong-doing. However, most of these respondents believe it is necessary that the surveillance needs to be legally authorised for it to be acceptable. Just over one out of five participants believe it is acceptable for information gathered through surveillance by government agencies to be shared with other government agencies or, slightly less, with foreign governments if the citizen has given consent. Whilst results regarding the sharing of information with other government agencies or foreign governments are fairly similar, sharing information with private companies is much less acceptable even if surveillance has been lawfully authorised for somebody suspected of wrong-doing. Many respondents (38.5%) think it is unacceptable in all circumstances or only if the citizen has given consent (28%) for government agencies to share information gathered through surveillance with private companies.

Table 11

Acceptability of data sharing practices of private companies

	Sharing citizens' information gathered via surveillance measures with government agencies	Sharing citizens' information gathered via surveillance measures with foreign governments	Sharing citizens' information gathered via surveillance measures with other private companies
Fully acceptable in all circumstances	5.5%	4.5%	4.0%
Acceptable only if the citizen is suspected of wrong-doing	20.5%	12.5%	6.0%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	31.0%	25.5%	12.5%
Acceptable if the citizen is informed	13.0%	7.5%	7.0%
Acceptable if the citizen has given consent	26.5%	25.5%	29.5%
Not acceptable in any circumstances	18.0%	35.5%	43.5%
I don't know	5.5%	6.5%	5.5%

_____

Q7.2: Please indicate the extent to which you believe the following practices of private companies for fighting crime are acceptable or not: Private companies share a citizen's information gathered via surveillance measures with […]

There is an even lower number of respondents who find it fully acceptable (or acceptable if the citizen is suspected of wrong-doing) if private companies share a citizen's personal information. Lawfulness still has a strong effect, but it is generally less strong than with government sharing practices. Generally, there is a considerable number of respondents who feel that, unless information or consent has been given, private data should "stay private" – particularly information sharing practices between private companies are deemed unacceptable in any circumstances (43.5%).

7. Acceptability of surveillance in different locations

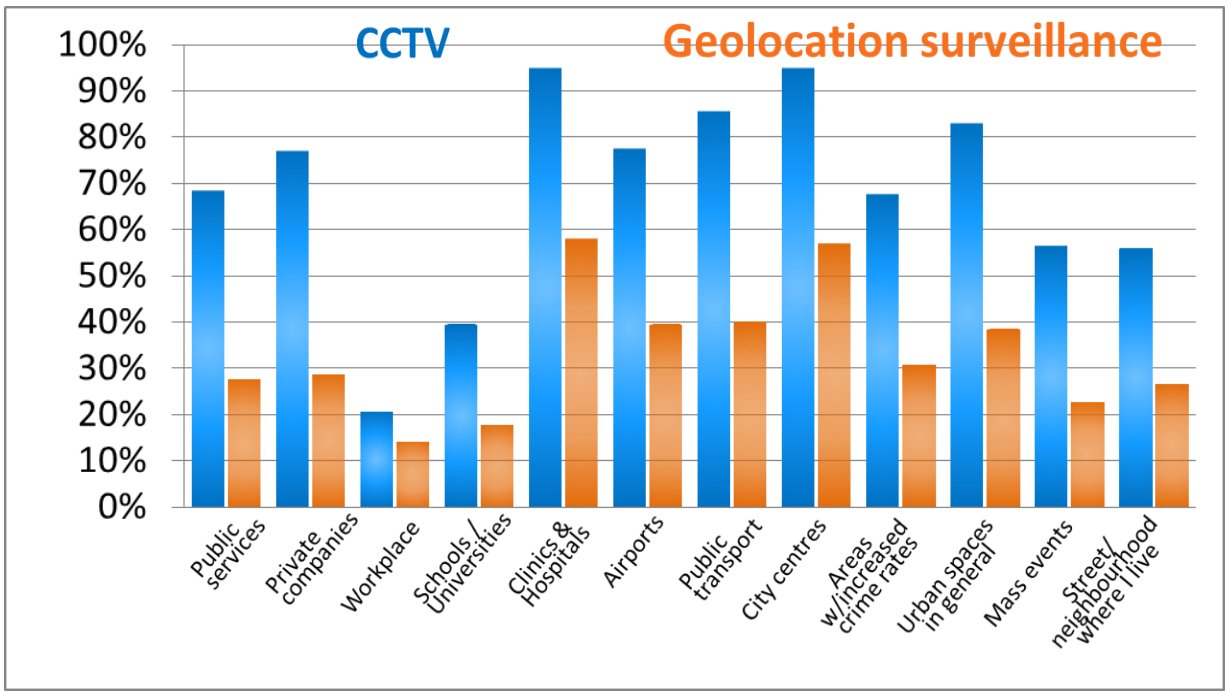

Figure 3: Acceptability of surveillance in different locations
Q6.1 – In which of the following locations or events would you find the different types of surveillance for fighting crime acceptable?

CCTV surveillance is perceived as clearly more acceptable than geolocation surveillance for the purposes of fighting crime in all the events and locations investigated. Acceptance rates for CCTV are typically 50% to 150% higher than those for geolocation surveillance, with mostly no significant differences between female and male responses.[11]

Both types of surveillance are least accepted in the workplace (CCTV 21%, geolocation surveillance 14%). The highest acceptance of surveillance by CCTV is in clinics/hospitals and city centres (both 95%), with geolocation surveillance in clinics and hospitals also seen as acceptable by a majority of respondents (58%). A possible explanation for this rather surprising result could be that such acceptance levels of surveillance in clinics and hospitals may be related to high levels of trust in the care provided by these institutions, or to an increased perceived vulnerability in these locations that requires higher levels of protection through surveillance. Acceptance levels for CCTV in public transport, urban spaces in general, airports and private companies are also rather high (77-86%), which in itself is unsurprising, but surveillance in specific areas with increased crime rates is less acceptable. This may be due to respondents having become to a certain extent accustomed to surveillance in city centres and urban areas.

[11] Female respondents find geolocation surveillance in clinics/hospitals and city centres more acceptable than male respondents.

8. Economic costs of surveillance

Some respondents (21%) believed that the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in their country is "just right", whilst 19% indicated that, in their opinion, there was too little or far too little money allocated, and only 5% believed it was too much or far too much, with no gender-related differences. But, overall, more than half of the respondents felt that they, actually, "don't know" whether sufficient funds were allocated to government agencies for carrying out surveillance for the purpose of fighting crime.

Those respondents who thought that the money allocated to government agencies for carrying out surveillance to fight crime was too little or far too little were asked whether they are prepared to pay higher taxes so that more money can be allocated for this purpose. A quarter of these respondents (26.3%) indicated they would be willing to do so whilst more than half (57.9%) replied that they would not. However, the very low number of respondents to this question (n=38) only allows very limited interpretations of these results.

Table 12
Beliefs about money allocated to surveillance

	Total	Female	Male
far too little	2.5%	2.9%	2.0%
too little	16.5%	18.6%	14.3%
just right	21.0%	14.7%	27.6%
too much	2.5%	2.0%	3.1%
far too much	2.5%	2.0%	3.1%
I don't know	54.5%	58.8%	50.0%
No answer	0.5%	1.0%	0.0%

Q6.2: In your opinion is the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in your country […]?
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

Table 13
Willingness to pay more taxes to increase budget allocated to carry out surveillance to fight crime

	Total	Female	Male
Yes	26.3%	27.3%	25.0%
No	57.9%	45.5%	75.0%
I don't know	13.2%	22.7%	0.0%
No answer	2.6%	4.5%	0.0%

Q6.2.1: Would you be willing to pay more taxes so that more money is allocated for carrying out surveillance to fight crime?
Note: Results in this table related to gender and marked with an asterisk (*) are statistically significant (p<.05); for all other results the respective tests did not show a statistically significant difference between gender.

9. Social costs of surveillance

9.1 Attitudes towards surveillance

As with the perception of economic costs described in the previous section, there are practically no gender differences in the attitudes and perceptions of respondents towards surveillance ("social costs")[12]. On one hand, protection of the individual citizen and protection of the community were perceived as the social benefits of surveillance. But, on the other hand, the risks associated with surveillance seemed to be more keenly felt. The highest perceived risks are that information gathered through surveillance is intentionally misused, followed by the risk of privacy invasion, the risk of misinterpretation of information, and the risk that surveillance may violate citizens' right to control whether information about them is used. The risks that surveillance may limit citizens' right of free speech and communication or that surveillance may cause discrimination and stigma also appear to be strong issues, though not at the level of data misuse and privacy violation.

Table 14
Attitudes towards surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q8.1.1	Surveillance provides protection to the individual citizen	4.36	1.858	4.37	1.894	4.34	1.829
Q8.1.2	Surveillance provides protection of the community	4.18	1.891	4.22	1.919	4.14	1.871
Q8.1.3	Surveillance can be a source of personal excitement	3.75	2.332	3.68	2.306	3.81	2.368
Q8.1.4	Surveillance can be something to play with	3.91	2.552	4.13	2.565	3.68	2.534
Q8.1.5	Surveillance may cause discrimination towards specific groups of society	4.68	2.216	4.57	2.274	4.81	2.159
Q8.1.6	Surveillance may be a source of stigma	4.89	1.922	4.71	1.979	5.04	1.869
Q8.1.7	Surveillance may violate a person's privacy	6.30	1.366	6.32	1.395	6.28	1.342
Q8.1.8	Surveillance may violate citizens' right to control whether information about them is used	5.84	1.539	5.90	1.578	5.77	1.505
Q8.1.9	There is a potential that information gathered via surveillance could be intentionally misused	6.37	1.127	6.41	1.111	6.32	1.147
Q8.1.10	There is a potential that information gathered via surveillance could be misinterpreted	6.08	1.350	6.08	1.477	6.07	1.216

[12] With the exception of surveillance being perceived as potentially limiting a citizen's right of information – a risk perceived by male respondents significantly stronger than by female respondents.

Q8.1.11	Surveillance may limit a citizen's right of expression and free speech	5.05	2.046	4.93	2.141	5.18	1.952
Q8.1.12	Surveillance may limit a citizen's right of communication	4.78	2.082	4.53	2.089	5.03	2.057
Q8.1.13	Surveillance may limit a citizen's right of information	4.18	2.257	3.82	2.223	4.52*	2.248

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Q8.1: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views. (1=disagree; 7=agree)
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant

9.2 Behavioural changes resulting from surveillance

Rather few respondents have made changes to their behaviour as a result of being aware of surveillance. The one change in behaviour that was undertaken by a slight majority of respondents was to stop exchanging their personal data for discounts or vouchers, but only a small minority of respondents have taken more proactive moves such as filing complaints, restricting their activities, avoiding surveilled locations or taking defensive measures. Partially, it appears that male respondents are more active, or less inactive, than female respondents in adapting their behaviours.

Table 15
Behaviour changes resulting from an awareness of surveillance

		Total		Female		Male	
		Mean	**STD**	**Mean**	**STD**	**Mean**	**STD**
Q8.2.1	I have restricted my activities or the way I behave	2.83	2.107	2.68	2.028	2.98	2.183
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.77	2.137	2.53	2.051	2.99	2.203
Q8.2.3	I have taken defensive measures (hiding face, faking data, incapacitating surveillance device)	1.87	1.734	1.65	1.463	2.08	1.940
Q8.2.4	I have made fun of it	2.65	2.213	2.19	2.060	3.09*	2.274
Q8.2.5	I have filed a complaint with the respective authorities	1.51	1.371	1.32	1.185	1.69	1.509
Q8.2.6	I have informed the media	1.35	1.143	1.25	1.037	1.45	1.235
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.57	1.423	1.42	1.173	1.72	1.619
Q8.2.8	have kept myself informed about technical possibilities to protect my personal data	2.85	2.044	2.52	1.847	3.17*	2.175

Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.65	2.319	4.71	2.324	4.59	2.324

_____

Q8.2: To what extent has your awareness of surveillance changed your personal behaviour? Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views. (1=disagree; 7=agree)

Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

9.3 Perceived social benefits and social costs: Relationships

The two perceived social benefits - protection for the individual citizen and protection for the community, are rather strongly related to each other. Many respondents have the same beliefs about both these benefits. However, these perceived benefits appear to be largely independent of the perceived social costs. Several respondents have the same attitude towards many of the perceived social costs, being likely to respond in the same manner as to

- whether surveillance limits the rights of communication, information and free speech, and
- surveillance potentially bearing the risk of discrimination and being a source of stigma (see table A17 in Appendix A).

Generally, it appears that respondents do perceive both social costs and benefits, but without necessarily "weighing" them against each other. Additionally, there is an only weak relationship between the perceived social benefits of individual and community protection and the perceived usefulness and effectiveness of most types of surveillance measures investigated in this study (see table A20 in Appendix A).

There are mostly, only week to moderate links between changes in different behaviours as a result of awareness of surveillance. The only strong connection is between filing a complaint with the respective authorities and informing the media. Moderate relationships can be seen between restricting activities and avoiding locations where surveillance is suspected to take place, between avoiding such locations and taking defensive measures, and between informing the media and participating in collective actions of counter-surveillance (see Table A18 in Appendix A). These can be seen to represent certain “strategies” of protection against surveillance, though it needs to be kept in mind that few respondents have acted in this way (see Table 15 above). The change of personal behaviour most often indicated by respondents - not accepting discounts/vouchers in exchange for personal data – is only very weakly related to the other forms of behavioural changes (see Table A18 in Appendix A).

In this study there is little evidence to support a relationship between the perceived negative effects of surveillance and behavioural changes as a result of surveillance (see table A19 in Appendix A). Those social costs which were perceived most often – data misuse, data misinterpretation and violation of privacy – show only very weak relationships with not accepting vouchers in exchange for personal data, and no relationship with other behavioural measures that could, perhaps, be expected in such case (e.g., filing complaints with the responsible authorities).

10. Surveillance and the role of age

Generally, interpreting differences between age groups has to be approached with caution due to the small number of respondents in some of the age groups. However, there can be identified some significant differences between age groups and patterns in the distribution of answers which reveal interesting, though not entirely surprising, aspects.

Respondents of all ages show mostly a rather similar level of knowledge of different types of surveillance. Only in the following cases respondents of certain age groups stand out: 45-54 year olds had heard significantly more often about surveillance using biometric data; 25-34 year olds had heard more about surveillance of online communication than other age groups; and the 18-24 year olds had heard more about surveillance of financial transactions than all others. On the other side, there is a significant difference with the 65+ years age group showing a significantly lower knowledge than all other age groups about IT-related surveillance, i.e. surveillance of data and traffic on the internet and of online communication (see table A1 in Appendix A). Regarding the reasons for the setting up of surveillance, there are no significantly different responses between age groups (see table A2 in Appendix A).

Although overall only less than half of the respondents expressed views about whether enough funds are allocated to government agencies for surveillance, respondents aged 25 to 34 indicated less than other respondents that too little is spent for this purpose (see table A14 in Appendix A).

Regarding the situational awareness of surveillance, there are only two significant differences between age groups. For surveillance of online social networks, it is the 65+ respondents who show the largest proportion of answers indicating that they, actually, “don’t know” whether or not this type of surveillance is taking place in the country where they live, and respondents aged 25-34 believed more than other age groups that geolocation surveillance rarely happens (see table A13 in Appendix A).

Almost all types of surveillance are perceived by all age groups as more useful than not useful for the detection and prosecution of crime (see table A5 in Appendix A), with few exceptions – particularly for the surveillance using databases containing personal information, where respondents aged 25-44 perceive the usefulness significantly lower than those aged 55-64. For the purpose of reduction of crime, it is mostly the 25-34 year olds who perceive the different types of surveillance (except surveillance of online social networking and surveillance of financial transactions) to be less useful than respondents aged 45+. Generally, CCTV is rated most often as the most useful form of surveillance more often by respondents of all ages.

Respondents aged 25-44 perceive the effectiveness of CCTV and surveillance of financial transactions lower than those aged 65+ (see table A4 in Appendix A).

Following the same pattern, respondents of the 25-34 age group feel significantly more insecure due to the presence of surveillance measures than those aged 65+ (see table A7 in Appendix A), and they (partially together with the respondents aged 18-24 and 35-44) feel also more unhappy about most types of surveillance than these oldest respondents. However, when it comes to surveillance taking place without people knowing about it, respondents of all ages appear to feel similarly happy, or unhappy (see table A8 in Appendix A), and there are also no significant differences between age groups in their feelings regarding control over the processing of personal information gathered via government agencies or private companies, and trust (or mistrust) that government agencies or private companies protect personal information.

Regarding the impact of surveillance on privacy, there is a similar "split" between age groups as the one found with the respondents' feeling happy, or unhappy with surveillance: Those aged 18-44 find a negative impact significantly stronger than those age 65+. For some types of surveillance, also respondents aged 55-64 perceive this impact strongly, whereas respondents aged 45-54 appear in their perceptions partially to be closer to the 65+ year olds (see table A10 in Appendix A). Accepting financial compensation in exchange for more invasion of privacy through surveillance is not an option for a majority of respondents, independent of their age. However, it appears that some younger respondents (aged 18-34) are more willing to do so for surveillance of online social networks (table A11 in Appendix A).

There are no age differences in the perceived social costs, and benefits, of surveillance, with the exception of the risk of privacy invasion which is perceived by the 18-34 year olds significantly more than the 65+ year olds (see A16a in Appendix A). More age-related differences can be seen in the behavioural changes of respondents due to surveillance where, again, mostly the respondents aged 25-34 stand out being significantly more active than respondents aged 65+ (see table A16b in Appendix A).

It is not completely surprising that younger citizens who have grown up with new technologies, finished their education, taken up a profession and are grounding their opinions on some life experience exhibit some more surveillance technology-related knowledge, critical attitudes towards the usefulness and effectiveness of such surveillance measures and, accordingly, stronger feelings of insecurity, a negative impact on privacy, and generally feeling more unhappy with surveillance. At the same time though, there are only very few statistically significant differences between age groups when it comes to the awareness of surveillance measures taking place and perceptions of risks ("social costs"). Therefore, surveillance-related risk perceptions, feelings such as security (or insecurity) due to the presence of surveillance and generally being happy (or unhappy) with surveillance cannot be easily connected with awareness of surveillance itself.

11. Conclusion

Overall, the Czech respondents indicated a strongly felt lack of trust in the protection of, and control over, personal information gathered via surveillance.

At the same time, it depends on the specific type of surveillance measure whether respondents feel more unhappy or happy with it. But despite the respondents' general perception of surveillance measures being useful, surveillance measures currently reduce feelings of insecurity in less than 1 in 5 people, whereas in 1 out of 3 respondents the presence of surveillance produces feelings of insecurity.

Analyses also indicate that the Czech respondents' feeling happy or unhappy with surveillance is only weakly to moderately related to feeling more secure or insecure in the presence of surveillance, and that neither an increased belief in the general effectiveness of surveillance nor in the effectiveness of laws regarding the protection of personal data gathered via surveillance may make citizens feel more secure.

Further research is needed to disentangle the relationships and effects between surveillance measures, feelings of security or insecurity, and citizens' general quality of life feelings.

APPENDICES

Appendix A – Figures and tables

Table A26: Correlations – Feelings of security, trust and control vs. effectiveness of surveillance measures

Table A1: Knowledge of types of surveillance by age group

		Answer = YES						
		Total	**18-24**	**25-34**	**35-44**	**45-54**	**55-64**	**65+**
Q1_1	**Biometric data**, e.g. analysis of fingerprints, palm prints, facial or body features	76.0%	81.0%	73.0%	67.6%	96.8%*	71.4%	71.8%
Q1_2	**"Suspicious" behaviour**, e.g. automated detection of raised voices, facial or body features	28.0%	47.6%	37.8%	24.3%	38.7%	17.1%	12.8%
Q1_3	**Data and traffic on the internet**, e.g. Deep Packet/Content inspection	39.5%	61.9%	56.8%	45.9%	35.5%	28.6%	17.9%*
Q1_4	**Databases** containing personal information, e.g. searching state pension databases, or customer databases of private companies	54.0%	66.7%	59.5%	43.2%	64.5%	54.3%	43.6%
Q1_5	**Online communication**, e.g. social network analysis, monitoring of chat rooms or forums	67.5%	90.5%	89.2%*	70.3%	67.7%	51.4%	46.2%*
Q1_6	**Telecommunication**, e.g. monitoring of phone calls or SMS	83.5%	100.0%	91.9%	78.4%	80.6%	85.7%	71.8%
Q1_7	**Electronic tagging / Radio Frequency Identification** (RFID), e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	49.0%	57.1%	54.1%	45.9%	61.3%	45.7%	35.9%
Q1_8	**Global Positioning Systems** (GPS), e.g. tracking geolocation of cars or mobile phones	77.5%	95.2%	78.4%	78.4%	74.2%	77.1%	69.2%
Q1_9	**CCTV cameras**, e.g. in public places, airports or supermarkets	90.0%	95.2%	91.9%	83.8%	96.8%	85.7%	89.7%
Q1_10	**Financial information**, e.g. tracking of debit/credit card transactions	67.5%	95.2%*	75.7%	51.4%	77.4%	62.9%	56.4%

Q1: Have you heard of the use of any of the below for the purpose of monitoring, observing or tracking of people's behaviour, activities or personal information?

Note: Results in this table marked with an asterisk (*) show a statistically significant difference ($p<.05$) from all other age groups; for all other results the respective tests did not show a statistically significant difference between the individual age groups.

Table A2: Known reasons for surveillance by age group

		Answer = YES						
		Total	**18-24**	**25-34**	**35-44**	**45-54**	**55-64**	**65+**
Q2_1	The reduction of crime	63.0%	66.7%	59.5%	54.1%	67.7%	57.1%	74.4%
Q2_2	The detection of crime	85.5%	95.2%	86.5%	81.1%	93.5%	80.0%	82.1%
Q2_3	The prosecution of crime	83.0%	90.5%	86.5%	67.6%	90.3%	80.0%	87.2%
Q2_4	Control of border-crossings	37.0%	47.6%	45.9%	40.5%	38.7%	31.4%	23.1%
Q2_5	Control of crowds	27.0%	47.6%	27.0%	32.4%	25.8%	14.3%	23.1%
Q2_6	Other	11.0%	14.3%	8.1%	13.5%	12.9%	14.3%	5.1%
Q2_7	I don't know of any reasons.	3.0%	4.8%	8.1%	0.0%	0.0%	5.7%	0.0%

Q2: What reasons for the setting up of surveillance do you know of?

Note: Results in this table marked with an asterisk (*) show a statistically significant difference ($p<.05$) from all other age groups); for all other results the respective tests did not show a statistically significant difference between the individual age groups.

Table A3: Correlations – Usefulness for reduction, detection and prosecution of crime

Usefulness for **REDUCTION** of crime

			CCTV	database	SNS	financialT	geolocat.
			Q3.1_1	Q3.1_2	Q3.1_3	Q3.1_4	Q3.1_5
REDUCTION	CCTV	Q3.1_1	1.000	0.364	0.395	0.351	0.372
	database	Q3.1_2	0.364	1.000	0.540	0.481	0.628
	SNS	Q3.1_3	0.395	0.540	1.000	0.486	0.528
	financT	Q3.1_4	0.351	0.481	0.486	1.000	0.482
	Geoloc.	Q3.1_5	0.372	0.628	0.528	0.482	1.000
DETECTION	CCTV	Q3.2_1	0.499	0.247	0.327	0.206	0.207
	database	Q3.2_2	0.272	0.566	0.481	0.450	0.492
	SNS	Q3.2_3	0.299	0.204	0.552	0.257	0.321
	financT	Q3.2_4	0.132	0.226	0.287	0.563	0.235
	Geoloc.	Q3.2_5	0.227	0.383	0.367	0.350	0.505
PROSECUTION	CCTV	Q3.3_1	0.449	0.229	0.290	0.350	0.191
	database	Q3.3_2	0.343	0.496	0.470	0.438	0.473
	SNS	Q3.3_3	0.312	0.226	0.559	0.235	0.276
	financT	Q3.3_4	0.269	0.235	0.338	0.479	0.171
	Geoloc.	Q3.3_5	0.324	0.238	0.279	0.280	0.360

Usefulness for **DETECTION** of crime

			CCTV	database	SNS	financialT	geolocat.
			Q3.2_1	Q3.2_2	Q3.2_3	Q3.2_4	Q3.2_5
DETECTION	CCTV	Q3.2_1	1.000	0.246	0.328	0.302	0.348
	database	Q3.2_2	0.246	1.000	0.463	0.439	0.564
	SNS	Q3.2_3	0.328	0.463	1.000	0.337	0.418
	financT	Q3.2_4	0.302	0.439	0.337	1.000	0.445
	Geoloc.	Q3.2_5	0.348	0.564	0.418	0.445	1.000
PROSECUTION	CCTV	Q3.3_1	0.525	0.230	0.275	0.234	0.225
	database	Q3.3_2	0.200	0.651	0.374	0.337	0.435
	SNS	Q3.3_3	0.328	0.428	0.704	0.296	0.382
	financT	Q3.3_4	0.300	0.317	0.383	0.596	0.354
	Geoloc.	Q3.3_5	0.307	0.395	0.440	0.361	0.530

Usefulness for **PROSECUTION** of crime

			CCTV	database	SNS	financialT	geolocat.
			Q3.3_1	Q3.3_2	Q3.3_3	Q3.3_4	Q3.3_5
PROSECUTION	CCTV	Q3.3_1	1.000	0.363	0.319	0.335	0.373
	database	Q3.3_2	0.363	1.000	0.564	0.448	0.519
	SNS	Q3.3_3	0.319	0.564	1.000	0.393	0.520
	financT	Q3.3_4	0.335	0.448	0.393	1.000	0.488
	Geoloc.	Q3.3_5	0.373	0.519	0.520	0.488	1.000

Table A4: Perceived effectiveness of surveillance by age group

	Total	18-24	25-34	35-44

Q5.1.1	Effectiveness (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	5.04	1.776	5.24	1.700	4.49[A]	1.627	4.30[B]	1.793
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.05	1.812	2.48	1.436	2.53	1.612	2.61	1.678
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.62	1.894	3.71	1.901	3.14	1.719	3.28	1.936
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.29	1.935	4.19	1.401	3.89	1.833	3.44[A]	2.063
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	3.87	2.021	3.86	1.852	3.16	1.893	3.09	1.853

		45-54		55-64		65+	
Q5.1.1	Effectiveness (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	5.33	1.729	5.03	1.879	5.95[AB]	1.469
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.56	1.867	3.57	1.834	3.71	2.034
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	4.11	1.950	3.93	2.033	3.82	1.786
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.67	1.826	4.65	1.983	4.94[A]	1.939
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.39	2.006	4.41	1.971	4.47	2.107

Q5.1.1: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).
Note: Results marked with a letter in superscript, e.g. ([A]), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A5: Perceived usefulness of surveillance by age group

		Total		18-24		25-34		35-44	
Q3.1	the reduction of crime	Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q3.1_1	CCTV cameras	3.91	1.126	3.95	1.050	3.46[AB]	1.169	3.49[CD]	1.067
Q3.1_2	Surveillance using databases containing personal information	2.63	1.211	2.20[A]	1.056	2.00[BC]	1.057	2.47	1.332

Q3.1_3	Surveillance of online social networking	2.85	1.244	2.45	1.191	2.56	1.229	2.72	1.250
Q3.1_4	Surveillance of financial transactions	3.27	1.345	2.95	1.026	2.91	1.358	2.94	1.391
Q3.1_5	Geolocation surveillance	3.08	1.336	2.95	1.433	2.31[ABC]	1.078	2.77	1.262
Q3.2	**the detection of crime**								
Q3.2_1	CCTV cameras	4.12	1.076	4.20	1.056	4.00	1.121	3.89	0.936
Q3.2_2	Surveillance using databases containing personal information	3.11	1.188	2.95	0.999	2.67[AB]	1.109	2.62[CD]	1.185
Q3.2_3	Surveillance of online social networking	3.35	1.143	3.20	1.056	3.17	1.134	3.12	1.320
Q3.2_4	Surveillance of financial transactions	3.97	1.102	3.95	0.826	4.06	1.013	3.67	1.242
Q3.2_5	Geolocation surveillance	3.72	1.211	3.65	1.089	3.47	1.308	3.54	1.314
Q3.3	**the prosecution of crime**								
Q3.3_1	CCTV cameras	4.14	1.064	4.10	1.252	3.83	1.028	3.94	1.071
Q3.3_2	Surveillance using databases containing personal information	3.35	1.267	3.21	1.182	2.82[AB]	1.167	2.90[C]	1.345
Q3.3_3	Surveillance of online social networking	3.42	1.233	3.63	1.116	3.09	1.222	3.18	1.357
Q3.3_4	Surveillance of financial transactions	4.05	0.988	4.30	0.657	3.83	1.200	3.94	1.056
Q3.3_5	Geolocation surveillance	4.03	1.145	4.32	0.820	3.78	1.245	3.86	1.216

		45-54		55-64		65+	
Q3.1	**the reduction of crime**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
Q3.1_1	CCTV cameras	4.42[AC]	0.886	3.94	1.134	4.27[BD]	1.097
Q3.1_2	Surveillance using databases containing personal information	3.28[AB]	1.137	3.18[C]	0.983	2.78	1.155
Q3.1_3	Surveillance of online social networking	3.31	1.228	3.00	1.305	3.08	1.115
Q3.1_4	Surveillance of financial transactions	3.60	1.329	3.47	1.344	3.69	1.330
Q3.1_5	Geolocation surveillance	3.55[A]	1.298	3.48[B]	1.299	3.56[C]	1.268
Q3.2	**the detection of crime**						
Q3.2_1	CCTV cameras	4.16	1.214	4.21	1.083	4.34	1.056
Q3.2_2	Surveillance using databases containing personal information	3.56[AC]	1.155	3.73[BD]	1.202	3.25	0.989
Q3.2_3	Surveillance of online social networking	3.57	1.136	3.79	0.995	3.35	1.056
Q3.2_4	Surveillance of financial transactions	4.00	1.238	4.03	1.167	4.12	0.976
Q3.2_5	Geolocation surveillance	3.68	1.389	4.09	0.963	3.87	1.088
Q3.3	**the prosecution of crime**						
Q3.3_1	CCTV cameras	4.29	1.039	4.28	1.085	4.41	0.925
Q3.3_2	Surveillance using databases containing personal information	3.81[A]	1.297	4.00[BC]	0.770	3.50	1.347
Q3.3_3	Surveillance of online social networking	3.46	1.319	3.80	1.157	3.56	1.086

Q3.3_4	Surveillance of financial transactions	3.94	1.063	4.16	0.847	4.26	0.864
Q3.3_5	Geolocation surveillance	3.93	1.337	4.37	0.928	4.10	1.062

Q3: How useful in general do you think the following types of surveillance are for the reduction / detection / prosecution of crime? (1=not at all useful; 5=very useful)

Note: Results marked with a letter in superscript, e.g. (^{A}), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A6: Knowledge and perception of laws by age group

		Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
4.1	Knowledge about laws and regulations regarding the protection of personal data (1=I don't know anything; 5=I am very well informed)	2.58	1.252	3.33[ABC]	1.197	3.08[DE]	1.422	2.68	1.226
4.2	Effectiveness of these laws (1= not effective at all; 5= very effective)	2.50	0.961	2.61	0.608	2.63	0.970	2.20	0.805

		45-54		55-64		65+	
		Mean	STD	Mean	STD	Mean	STD
4.1	Knowledge about laws and regulations regarding the protection of personal data (1=I don't know anything; 5=I am very well informed)	2.29[A]	1.189	2.18[BD]	1.086	2.18[CE]	0.997
4.2	Effectiveness of these laws (1= not effective at all; 5= very effective)	2.42	0.961	2.42	1.216	2.76	1.091

Q4.1: How much do you know about the laws and regulations of your country regarding the protection of your personal information gathered via surveillance measures? (1=I don't know anything about such laws and regulations, 5=I am very well informed)

Q4.2: How effective do you find these laws and regulations? (1=not effective at all, 5=very effective)

Note: Results marked with a letter in superscript, e.g. ([A]), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A7: Feelings of security, control and trust by age group

		Total		18-24		25-34		35-44	
4.3	**Security (1=very insecure; 5=very secure)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
	How secure does the presence of surveillance measures make you feel	2.86	1.089	2.65	0.875	2.52[A]	1.034	2.63	1.087
4.4	**Control (1= no control; 7=full control)**								
4.4.1	Control over processing of personal information gathered via government agencies	1.66	0.941	1.57	0.598	1.81	0.822	1.89	1.301
4.4.2	Control over processing of personal information gathered via private companies	1.51	0.840	1.71	0.956	1.81	0.856	1.28	0.615
4.5	**Trust (1=no trust; 7=complete trust)**								
4.5.1	Trust into government that they protect personal information	2.27	1.072	2.29	0.956	2.39	0.934	2.14	1.032
4.5.2	Trust into private companies that they protect personal information	1.52	0.764	1.90	0.889	1.51	0.742	1.35	0.588

		45-54		55-64		65+	
4.3	**Security (1=very insecure; 5=very secure)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
	How secure does the presence of surveillance measures make you feel	3.00	1.038	2.96	1.083	3.39[A]	1.144
4.4	**Control (1= no control; 7=full control)**						
4.4.1	Control over processing of personal information gathered via government agencies	1.68	1.020	1.48	0.755	1.45	0.869
4.4.2	Control over processing of personal information gathered via private companies	1.48	0.700	1.41	0.946	1.41	0.892
4.5	**Trust (1=no trust; 7=complete trust)**						
4.5.1	Trust into government that they protect personal information	2.33	1.177	2.03	1.159	2.42	1.154
4.5.2	Trust into private companies that they protect personal information	1.48	0.769	1.47	0.842	1.54	0.767

Q4.3: How secure does the presence of surveillance measures make you feel? (1=very insecure, 5=very secure)
Q4.4.1/Q4.4.2: How much control do you think you have over the processing of your personal information gathered via government agencies/private companies? (1=no control, 5=full control)
Q4.5.1/Q4.52: How much do you trust government agencies/private companies that they protect your personal information gathered via surveillance measures? (1=no trust, 5=complete trust)
Note: Results marked with a letter in superscript, e.g. ([A]), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A8: Happiness with surveillance by age group

		Total		18-24		25-34		35-44	
5.3	**Happy/unhappy with surveillance (1=very happy, 5=very unhappy)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
5.3_1	Feel happy/unhappy about CCTV cameras	2.72	0.993	3.00[A]	1.049	3.03[B]	1.150	2.92[C]	0.906
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.35	0.997	3.75[A]	1.070	3.72[B]	1.111	3.48[C]	0.906
5.3_3	Feel happy/unhappy about surveillance using databases	3.45	0.931	3.55	0.887	4.00[ABC]	0.968	3.52	0.870
5.3_4	Feel happy/unhappy about surveillance of financial transactions	2.96	0.913	3.20	1.056	3.11	0.993	3.18	0.904
5.3_5	Feel happy/unhappy about geolocation surveillance	3.26	1.010	3.65[A]	0.988	3.64[B]	1.073	3.44[C]	0.894
5.4	**Feel happy/unhappy about surveillance taking place without noticing**	3.63	1.049	3.95	1.276	3.81	1.050	3.92	0.874

		45-54		55-64		65+	
5.3	**Happy/unhappy with surveillance (1=very happy, 5=very unhappy)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
5.3_1	Feel happy/unhappy about CCTV cameras	2.71	0.693	2.68	1.077	2.13[ABC]	0.801
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.19	0.786	3.08	0.909	2.68[ABC]	0.780
5.3_3	Feel happy/unhappy about surveillance using databases	3.18[A]	0.772	3.30[B]	0.952	3.16[C]	0.884
5.3_4	Feel happy/unhappy about surveillance of financial transactions	2.84	0.779	2.90	0.908	2.56	0.759
5.3_5	Feel happy/unhappy about geolocation surveillance	3.11	0.875	3.10	0.944	2.66[ABC]	0.974
5.4	**Feel happy/unhappy about surveillance taking place without noticing**	3.57	1.103	3.28	0.888	3.31	1.051

Q5.3: How happy or unhappy do you feel about the following types of surveillance? […}

Q5.4: Surveillance may take place without people knowing about it. How do you feel about this?

Note: Results marked with a letter in superscript, e.g. ([A]), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A9: Correlations – Usefulness and happiness / feeling of security

			HAPPINESS with surveillance					Feeling of SECURITY
			CCTV	Database	SNS	FinancT	Geoloc.	
			Q5.3_1	Q5.3_3	Q5.3_2	Q5.3_4	Q5.3_5	Q4.3
Usefulness for **REDUCTION** of crime	**CCTV**	Q3.1_1	-0.406	-0.374	-0.328	-0.200	-0.353	0.470
	database	Q3.1_2	-0.079	-0.189	-0.312	-0.128	-0.204	0.238
	SNS	Q3.1_3	-0.155	-0.385	-0.249	-0.056	-0.239	0.268
	financialT	Q3.1_4	-0.237	-0.262	-0.261	-0.277	-0.259	0.371
	geolocat.	Q3.1_5	-0.205	-0.307	-0.319	-0.166	-0.339	0.283
Usefulness for **DETECTION** of crime	**CCTV**	Q3.2_1	-0.284	-0.344	-0.350	-0.180	-0.371	0.241
	database	Q3.2_2	-0.166	-0.254	-0.358	-0.215	-0.304	0.160
	SNS	Q3.2_3	-0.173	-0.287	-0.226	-0.139	-0.216	0.276
	financialT	Q3.2_4	-0.072	-0.090	-0.216	-0.257	-0.048	0.160
	geolocat.	Q3.2_5	-0.233	-0.314	-0.371	-0.156	-0.345	0.258
Usefulness for **PROSECUTION** of crime	**CCTV**	Q3.3_1	-0.266	-0.225	-0.200	-0.223	-0.324	0.266
	database	Q3.3_2	-0.163	-0.192	-0.298	-0.218	-0.268	0.195
	SNS	Q3.3_3	-0.185	-0.281	-0.238	-0.097	-0.182	0.240
	financialT	Q3.3_4	-0.108	-0.071	-0.179	-0.246	-0.073	0.300
	geolocat.	Q3.3_5	-0.264	-0.205	-0.220	-0.174	-0.183	0.171

Table A10: Perceptions of privacy by age group

5.1.2	Privacy (1=disagree; 7=agree)	Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
5.1.2_1	CCTV has a negative impact on one's privacy	3.91	2.325	4.62[A]	2.133	4.5[B]	2.287	4.14[C]	2.287
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.46	2.059	4.9	1.868	5.51[AB]	1.738	4.75	1.842
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.29	2.314	5.57[AB]	1.69	5.14[CD]	2.07	4.6[E]	2.075
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.03	2.192	4.71[A]	1.821	4.78[B]	2.002	4.65[C]	1.968
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.51	2.303	5.48[A]	1.99	5.5[BC]	1.978	4.97[D]	2.145

5.1.2	Privacy (1=disagree; 7=agree)	45-54		55-64		65+	
		Mean	STD	Mean	STD	Mean	STD
5.1.2_1	CCTV has a negative impact on one's privacy	3.55	2.158	4.34[D]	2.437	2.56[ABCD]	2.063
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	3.48[A]	2.198	4.55	2.123	3.36[B]	1.810
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	3.45[AC]	2.308	4.33[F]	2.465	2.48[BDEF]	1.982
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	3.48	2.096	3.94	2.423	2.63[ABC]	2.025
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	3.70[B]	2.322	4.47	2.205	3.03[ACD]	2.207

Q5.1.2: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).

Note: Results marked with a letter in superscript, e.g. ([A]), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A11: Financial privacy trade-off by age group

			ANSWER = YES					
5.1.3		**Total**	**18-24**	**25-34**	**35-44**	**45-54**	**55-64**	**65+**
5.1.3_1	Surveillance via CCTV cameras	9.0%	11.1%	6.3%	3.4%	11.1%	16.7%	8.3%
5.1.3_2	Surveillance of online social networks	7.5%	27.8%*	3.1%	6.9%	5.6%	4.2%	0.0%
5.1.3_3	Surveillance utilising databases containing personal information	14.3%	27.8%	9.4%	13.8%	11.1%	16.7%	8.3%
5.1.3_4	Surveillance of financial transactions	12.8%	16.7%	12.5%	6.9%	22.2%	12.5%	8.3%
5.1.3_5	Geolocation surveillance	10.5%	11.1%	3.1%	13.8%	22.2%	8.3%	8.3%

Q5.1.3: Would you be willing to accept payment as compensation for greater invasion or your privacy, using: […]
Note: Results in this table marked with an asterisk (*) show a statistically significant difference (p<.05) from all other age groups; for all other results the respective tests did not show a statistically significant difference between the individual age groups.

Table A12: Awareness of CCTV by age group

Q5.2.1	**Which of the following best describes you?**	**Total**	**18-24**	**25-34**	**35-44**	**45-54**	**55-64**	**65+**
	I never notice CCTV cameras.	10.5%	4.8%	5.4%	10.8%	12.9%	5.7%	20.5%
	I rarely notice CCTV cameras.	28.5%	4.8%*	18.9%	37.8%	32.3%	34.3%	33.3%
	I sometimes notice CCTV cameras.	31.5%	42.9%	32.4%	18.9%	35.5%	34.3%	30.8%
	I often notice CCTV cameras.	24.0%	42.9%	37.8%	24.3%	16.1%	14.3%	15.4%
	I always notice CCTV cameras.	3.0%	4.8%	5.4%	5.4%	0.0%	2.9%	0.0%
	I don't know / No answer	2.5%	0.0%	0.0%	2.7%	3.2%	8.6%	0.0%

Q5.2.1: Which of the following best describes you?
Note: Results in this table marked with an asterisk (*) show a statistically significant difference (p<.05) from all other age groups; for all other results the respective tests did not show a statistically significant difference between the individual age groups.

Table A13: Beliefs about surveillance taking place by age group

Q5.2.2	In your opinion, how often do the following types of surveillance take place in the country where you live?	Total	18-24	25-34	35-44	45-54	55-64	65+
Q5.2.2_1	**Surveillance via CCTV cameras**							
	Never happens	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Rarely happens	1.5%	4.8%	2.7%	0.0%	0.0%	0.0%	2.6%
	Sometimes happens	18.0%	19.0%	10.8%	18.9%	12.9%	17.1%	28.2%
	Often happens	41.5%	23.8%	43.2%	35.1%	35.5%	54.3%	48.7%
	Happens all the time	33.5%	47.6%	43.2%	37.8%	41.9%	22.9%	15.4%
	I don't know	5.0%	4.8%	0.0%	8.1%	9.7%	2.9%	5.1%
	Not answered	0.5%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%
Q5.2.2_2	**Surveillance of online social networks**							
	Never happens	1.0%	0.0%	0.0%	0.0%	0.0%	2.9%	2.6%
	Rarely happens	13.5%	14.3%	24.3%	16.2%	12.9%	8.6%	5.1%
	Sometimes happens	23.5%	23.8%	32.4%	29.7%	19.4%	8.6%	25.6%
	Often happens	22.0%	28.6%	18.9%	21.6%	16.1%	37.1%	12.8%
	Happens all the time	11.0%	9.5%	10.8%	16.2%	16.1%	8.6%	5.1%
	I don't know	28.5%	23.8%	13.5%	16.2%	35.5%	31.4%	48.7%*
	Not answered	0.5%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%
Q5.2.2_3	**Surveillance utilising databases containing personal information**							
	Never happens	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%
	Rarely happens	7.0%	9.5%	8.1%	10.8%	0.0%	0.0%	12.8%
	Sometimes happens	24.0%	19.0%	16.2%	27.0%	25.8%	25.7%	28.2%
	Often happens	27.5%	33.3%	35.1%	29.7%	22.6%	34.3%	12.8%
	Happens all the time	12.5%	4.8%	10.8%	18.9%	19.4%	11.4%	7.7%
	I don't know	28.0%	33.3%	29.7%	13.5%	32.3%	25.7%	35.9%
	Not answered	0.5%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%
Q5.2.2_4	**Surveillance of financial transactions**							
	Never happens	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Rarely happens	9.5%	0.0%	8.1%	13.5%	9.7%	11.4%	10.3%
	Sometimes happens	32.5%	28.6%	35.1%	27.0%	29.0%	25.7%	46.2%
	Often happens	23.0%	28.6%	21.6%	24.3%	25.8%	25.7%	15.4%
	Happens all the time	13.5%	9.5%	21.6%	16.2%	16.1%	14.3%	2.6%
	I don't know	20.5%	33.3%	13.5%	18.9%	19.4%	20.0%	23.1%
	Not answered	1.0%	0.0%	0.0%	0.0%	0.0%	2.9%	2.6%
Q5.2.2_5	**Geolocation surveillance**							
	Never happens	1.0%	0.0%	0.0%	0.0%	0.0%	2.9%	2.6%
	Rarely happens	12.0%	9.5%	24.3%*	2.7%	12.9%	5.7%	15.4%
	Sometimes happens	30.0%	28.6%	18.9%	40.5%	35.5%	25.7%	30.8%
	Often happens	27.0%	23.8%	37.8%	29.7%	19.4%	31.4%	17.9%
	Happens all the time	9.5%	14.3%	10.8%	13.5%	9.7%	5.7%	5.1%
	I don't know	20.0%	23.8%	8.1%	13.5%	22.6%	25.7%	28.2%
	Not answered	0.5%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%

Q5.2.2: In your opinion, how often do the following types of surveillance take place in the country where you live?
Note: Results in this table marked with an asterisk (*) show a statistically significant difference (p<.05) from all other age groups; for all other results the respective tests did not show a statistically significant difference between the individual age groups.

Table A14: Beliefs about economic costs of surveillance by age group

Q6.2	Total	18-24	25-34	35-44	45-54	55-64	65+
far too little	2.5%	0.0%	2.7%	0.0%	3.2%	5.7%	2.6%
too little	16.5%	33.3%	0.0%*	18.9%	19.4%	14.3%	20.5%
just right	21.0%	14.3%	29.7%	21.6%	9.7%	28.6%	17.9%
too much	2.5%	9.5%	2.7%	2.7%	0.0%	0.0%	2.6%
far too much	2.5%	4.8%	0.0%	2.7%	3.2%	2.9%	2.6%
I don't know	54.5%	38.1%	64.9%	54.1%	64.5%	45.7%	53.8%
No answer	0.5%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%

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Q6.2: In your opinion is the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in your country: […]
Note: Results in this table marked with an asterisk (*) show a statistically significant difference (p<.05) from all other age groups; for all other results the respective tests did not show a statistically significant difference between the individual age groups.

Table A15: Willingness to increase economic costs of surveillance by age group

Q6.2.1	Total	18-24	25-34	35-44	45-54	55-64	65+
Yes	26.3%	28.6%	0.0%	28.6%	28.6%	28.6%	22.2%
No	57.9%	57.1%	100.0%	57.1%	42.9%	42.9%	77.8%
I don't know	13.2%	14.3%	0.0%	14.3%	28.6%	14.3%	0.0%
No answer	2.6%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%

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Q6.2.1: Would you be willing to pay more taxes so that more money is allocated for carrying out surveillance to fight crime?
Note: Results in this table marked with an asterisk (*) show a statistically significant difference (p<.05) from all other age groups; for all other results the respective tests did not show a statistically significant difference between the individual age groups.

Table A16a: Social costs by age group – Attitudes and perceptions

Q8.1	Attitudes and perceptions (1=disagree; 7=agree)	Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q8.1.1	Surveillance provides protection to the individual citizen	4.36	1.858	4.00	1.975	4.19	1.630	3.78	1.584
Q8.1.2	Surveillance provides protection of the community	4.18	1.891	3.95	1.596	3.78	1.807	3.61	1.499
Q8.1.3	Surveillance can be a source of personal excitement	3.75	2.332	4.80	2.145	4.23	2.215	4.19	2.315
Q8.1.4	Surveillance can be something to play with	3.91	2.552	3.63	2.499	3.97	2.663	4.82	2.380
Q8.1.5	Surveillance may cause discrimination	4.68	2.216	4.50	2.236	5.08	1.962	4.69	2.250
Q8.1.6	Surveillance may be a source of stigma	4.89	1.922	5.56	1.263	5.28	1.734	4.57	2.080
Q8.1.7	Surveillance may violate a person's privacy	6.30	1.366	6.85[A]	0.489	6.62[B]	0.924	6.39	1.400
Q8.1.8	Violation of citizens' right to control of information use	5.84	1.539	5.95	1.244	6.20	1.158	5.79	1.493
Q8.1.9	Potential that information could be intentionally misused	6.37	1.127	6.71	0.717	6.46	0.960	6.53	0.810
Q8.1.10	Potential that information could be misinterpreted	6.08	1.350	6.43	0.676	6.30	1.024	5.81	1.613
Q8.1.11	Limiting a citizen's right of expression and free speech	5.05	2.046	5.71	1.419	5.61	1.840	5.08	1.991
Q8.1.12	Surveillance may limit a citizen's right of communication	4.78	2.082	4.71	2.171	5.17	2.021	5.03	2.096
Q8.1.13	Surveillance may limit a citizen's right of information	4.18	2.257	4.50	2.283	4.61	2.309	3.90	2.155

Q8.1	Attitudes and perceptions (1=disagree; 7=agree)	45-54		55-64		65+	
		Mean	STD	Mean	STD	Mean	STD
Q8.1.1	Surveillance provides protection to the individual citizen	5.00	1.700	4.50	1.967	4.67	2.132
Q8.1.2	Surveillance provides protection of the community	4.55	1.844	4.57	1.995	4.64	2.244
Q8.1.3	Surveillance can be a source of personal excitement	3.42	2.341	2.67	2.014	3.33	2.531
Q8.1.4	Surveillance can be something to play with	4.00	2.623	3.27	2.554	3.38	2.467
Q8.1.5	Surveillance may cause discrimination	5.08	2.134	4.70	2.409	4.08	2.310

Q8.1.6	Surveillance may be a source of stigma	5.05	1.687	4.86	2.295	4.12	2.027
Q8.1.7	Surveillance may violate a person's privacy	6.36	1.096	6.27	1.329	5.59[AB]	1.922
Q8.1.8	Violation of citizens' right to control of information use	5.78	1.396	5.70	1.862	5.61	1.870
Q8.1.9	Potential that information could be intentionally misused	6.06	1.692	6.38	0.888	6.16	1.302
Q8.1.10	Potential that information could be misinterpreted	6.03	1.476	6.34	1.066	5.73	1.661
Q8.1.11	Limiting a citizen's right of expression and free speech	4.80	1.955	4.77	2.390	4.53	2.249
Q8.1.12	Surveillance may limit a citizen's right of communication	4.29	2.070	4.76	2.231	4.60	2.003
Q8.1.13	Surveillance may limit a citizen's right of information	3.78	2.207	4.17	2.306	4.12	2.338

Q8.1: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).
Note: Results marked with a letter in superscript, e.g. ([A]), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A16b: Social costs by age group – Behavioural changes

		Total		18-24		25-34		35-44	
Q8.2	**Changes of personal behaviour (1=disagree; 7=agree)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
Q8.2.1	I have restricted my activities or the way I behave	2.83	2.107	3.81[A]	2.337	4.00[B]	2.100	2.63	1.942
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.77	2.137	3.67	2.221	3.11	2.180	2.58	2.075
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	1.87	1.734	2.05	1.936	2.63[A]	2.250	1.56	1.132
Q8.2.4	I have made fun of it	2.65	2.213	3.42	2.269	3.79[A]	2.556	2.56	2.197
Q8.2.5	I have filed a complaint with the respective authorities	1.51	1.371	1.33	0.913	1.86	1.717	1.17	0.697
Q8.2.6	I have informed the media	1.35	1.143	1.10	0.308	1.38	1.185	1.17	0.707
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.57	1.423	1.76	1.546	2.03	1.823	1.33	1.042
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	2.85	2.044	3.67[A]	2.033	3.91[BC]	2.261	2.32[B]	1.571

Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.65	2.319	4.52	2.015	5.78[A]	1.726	4.78	2.231

		45-54		55-64		65+	
Q8.2	**Changes of personal behaviour (1=disagree; 7=agree)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
Q8.2.1	I have restricted my activities or the way I behave	2.60	1.940	2.66	2.209	1.63[AB]	1.330
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.45	2.063	2.97	2.183	2.13	1.996
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	1.50	1.408	2.37	2.157	1.27[A]	0.932
Q8.2.4	I have made fun of it	2.40	2.027	2.34	2.026	1.71[A]	1.637
Q8.2.5	I have filed a complaint with the respective authorities	1.41	1.323	1.94	1.788	1.32	1.270
Q8.2.6	I have informed the media	1.34	1.233	1.93	1.710	1.17	1.000
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.40	1.329	1.88	1.809	1.14	0.543
Q8.2.8	have kept myself informed about technical possibilities to protect my personal data	2.70	2.184	2.94	2.047	1.88[AC]	1.493
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.59	2.228	4.19	2.626	3.95[A]	2.567

Q8.2: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).

Note: Results marked with a letter in superscript, e.g. ([A]), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A17: Correlations – Social costs (perceptions)

Social costs I (perceptions)		Protection of individual citizen	Protection of community	Source of excitement	Something to play with	Cause of discrimination	Source of stigma	Violates privacy	Violates right to control data	Potential misuse	Potential mis-interpretation	Limits right of free speech	Limits right of communi cation	Limits right of information
		Q8.1_1	Q8.1_2	Q8.1_3	Q8.1_4	Q8.1_5	Q8.1_6	Q8.1_7	Q8.1_8	Q8.1_9	Q8.1_10	Q8.1_11	Q8.1_12	Q8.1_13
Protection individual citizen	Q8.1_1	1.000												
Protection of community	Q8.1_2	0.732	1.000											
Source of excitement	Q8.1_3	-0.043	0.155	1.000										
Something to play with	Q8.1_4	-0.056	-0.014	0.584	1.000									
Cause of discrimi-nation	Q8.1_5	-0.151	-0.044	0.208	0.097	1.000								
Source of stigma	Q8.1_6	-0.063	-0.058	0.104	0.036	0.608	1.000							
Violates privacy	Q8.1_7	-0.085	0.000	0.112	0.012	0.353	0.534	1.000						
Violates right of control data	Q8.1_8	-0.088	-0.029	0.003	-0.047	0.259	0.513	0.540	1.000					
Potential misuse	Q8.1_9	-0.109	-0.039	0.135	0.023	0.310	0.393	0.513	0.422	1.000				
Potential mis-interpre-tation	Q8.1_10	-0.011	-0.003	0.182	0.041	0.296	0.389	0.435	0.499	0.501	1.000			
Limits right of free speech	Q8.1_11	-0.179	-0.097	0.177	0.001	0.366	0.518	0.347	0.257	0.397	0.301	1.000		
Limits right of communi-cation	Q8.1_12	-0.173	-0.098	0.157	0.001	0.337	0.536	0.444	0.402	0.293	0.284	0.609	1.000	
Limits right of information	Q8.1_13	-0.168	-0.056	0.207	-0.009	0.251	0.409	0.260	0.241	0.189	0.191	0.615	0.653	1.000

Table A18: Correlations – Social costs (behaviour)

Social costs II (behaviour)		restricted activities	avoided locations	defensive measures	made fun of it	filed complaint	informed the media	counter-surveillance	info about technical protection	stopped accepting vouchers
		Q8.2_1	Q8.2_2	Q8.2_3	Q8.2_4	Q8.2_5	Q8.2_6	Q8.2_7	Q8.2_8	Q8.2_9
restricted activities	Q8.2_1	1.000								
avoided locations	Q8.2_2	0.548	1.000							
defensive measures	Q8.2_3	0.531	0.561	1.000						
made fun of it	Q8.2_4	0.442	0.417	0.520	1.000					
filed complaint	Q8.2_5	0.233	0.319	0.381	0.122	1.000				
informed the media	Q8.2_6	0.324	0.371	0.497	0.199	0.836	1.000			
counter-surveillance	Q8.2_7	0.324	0.355	0.455	0.270	0.470	0.563	1.000		
info about technical protection	Q8.2_8	0.342	0.285	0.445	0.344	0.132	0.249	0.350	1.000	
stopped accepting vouchers	Q8.2_9	0.279	0.183	0.236	0.161	0.056	0.071	0.176	0.292	1.000

Table A19: Correlations – Social costs (perceptions vs. behaviour)

Social costs III (perceptions vs behaviour)		restricted activities	avoided locations	defensive measures	made fun of it	filed complaint	informed the media	counter-surveillance	info about technical protection	stopped accepting vouchers
		Q8.2_1	Q8.2_2	Q8.2_3	Q8.2_4	Q8.2_5	Q8.2_6	Q8.2_7	Q8.2_8	Q8.2_9
Protection of individual citizen	Q8.1_1	-0.152	-0.223	-0.098	-0.165	0.067	0.058	-0.127	0.073	0.028
Protection of community	Q8.1_2	-0.189	-0.168	-0.089	-0.187	0.044	0.024	-0.081	0.101	-0.053
Source of excitement	Q8.1_3	0.121	0.031	0.114	0.173	0.088	0.062	0.113	0.150	0.031
Something to play with	Q8.1_4	-0.005	-0.068	0.061	0.121	-0.091	0.024	0.029	-0.004	-0.004
Cause of discrimination	Q8.1_5	0.136	0.088	0.098	-0.051	0.080	0.073	0.069	0.002	0.077
Source of stigma	Q8.1_6	0.225	0.142	0.186	0.072	0.094	0.080	0.071	0.082	0.206
Violates privacy	Q8.1_7	0.288	0.164	0.136	0.062	0.023	-0.022	0.103	0.147	0.227
Violates right to control data	Q8.1_8	0.222	0.178	0.155	0.019	0.006	-0.006	0.051	0.041	0.259
Potential misuse	Q8.1_9	0.158	0.125	0.085	0.022	0.030	-0.007	-0.003	0.036	0.145
Potential misinterpretation	Q8.1_10	0.168	0.095	0.089	0.045	0.010	0.111	0.100	0.126	0.155
Limits right of free speech	Q8.1_11	0.358	0.217	0.185	0.045	0.108	0.085	0.115	0.082	0.128
Limits right of communi cation	Q8.1_12	0.273	0.167	0.172	-0.017	0.114	0.090	0.160	0.052	0.172
Limits right of information	Q8.1_13	0.414	0.336	0.256	0.076	0.191	0.249	0.218	0.151	0.125

Table A20: Correlations – Social benefits, usefulness and effectiveness of surveillance

			PROTECTION for	
			individual citizen	community
			Q8.1_1	Q8.1_2
Usefulness for **REDUCTION** of crime	**CCTV**	Q3.1_1	0.383	0.293
	database	Q3.1_2	0.336	0.327
	SNS	Q3.1_3	0.332	0.297
	financialT	Q3.1_4	0.291	0.251
	geolocat.	Q3.1_5	0.331	0.298
Usefulness for **DETECTION** of crime	**CCTV**	Q3.2_1	0.28	0.171
	database	Q3.2_2	0.335	0.325
	SNS	Q3.2_3	0.301	0.314
	financialT	Q3.2_4	0.097	0.165
	geolocat.	Q3.2_5	0.205	0.192
Usefulness for **PROSECUTION** of crime	**CCTV**	Q3.3_1	0.291	0.208
	database	Q3.3_2	0.233	0.299
	SNS	Q3.3_3	0.24	0.25
	financialT	Q3.3_4	0.214	0.199
	geolocat.	Q3.3_5	0.288	0.272
EFFECTIVENESS	**CCTV**	Q5.1.1_1	0.389	0.281
	database	Q5.1.1_2	0.303	0.346
	SNS	Q5.1.1_3	0.264	0.254
	financialT	Q5.1.1_4	0.279	0.234
	geolocat.	Q5.1.1_5	0.372	0.311

Table A21: Correlations – Social costs and privacy in surveillance

		Surveillance measures having a negative impact on privacy				
		Q5.1.2_1	Q5.1.2_2	Q5.1.2_3	Q5.1.2_4	Q5.1.2_5
	Social costs (perceptions)	**CTV**	**Databases**	**SNS**	**FinTrac**	**Geoloc.**
Q8.1_1	Protection individual citizen	-0.176	-0.225	-0.233	-0.146	-0.194
Q8.1_2	Protection of community	-0.099	-0.096	-0.132	-0.063	-0.219
Q8.1_3	Source of excitement	0.069	0.151	0.164	0.253	0.158
Q8.1_4	Something to play with	-0.055	0.006	0.025	0.128	0.023
Q8.1_5	Cause of discrimination	0.217	0.239	0.241	0.198	0.211
Q8.1_6	Source of stigma	0.185	0.204	0.321	0.166	0.107
Q8.1_7	Violates privacy	0.227	0.274	0.318	0.223	0.215
Q8.1_8	Violates right of control data	0.271	0.244	0.282	0.178	0.224
Q8.1_9	Potential misuse	0.076	0.109	0.148	0.064	0.135
Q8.1_10	Potential misinterpretation	0.115	0.091	0.108	0.140	0.141
Q8.1_11	Limits right of free speech	0.186	0.173	0.196	0.187	0.083
Q8.1_12	Limits right of communication	0.227	0.306	0.308	0.216	0.149
Q8.1_13	Limits right of information	0.211	0.182	0.233	0.185	0.121
	Social costs (behaviour)					
Q8.2_1	restricted activities	0.230	0.180	0.248	0.257	0.273
Q8.2_2	avoided locations	0.331	0.202	0.338	0.230	0.313
Q8.2_3	defensive measures	0.286	0.197	0.274	0.240	0.257
Q8.2_4	made fun of it	0.246	0.219	0.286	0.228	0.316
Q8.2_5	filed complaint	0.080	0.090	0.166	0.137	0.057
Q8.2_6	informed the media	0.110	0.063	0.119	0.146	0.097
Q8.2_7	counter-surveillance	0.230	0.216	0.259	0.231	0.188
Q8.2_8	info about technical protection	0.312	0.225	0.299	0.315	0.304
Q8.2_9	stopped accepting vouchers	0.048	0.076	0.093	0.026	0.039

Table A22: Correlations – Usefulness vs. effectiveness of surveillance

			EFFECTIVENESS against crime				
			CCTV	**Database**	**SNS**	**FinancT**	**Geoloc.**
			Q5.1.1_1	Q5.1.1_2	Q5.1.1_3	Q5.1.1_4	Q5.1.1_5
Usefulness for	**REDUCTION**	**CCTV**	Q3.1_1	0.595	0.342	0.366	0.274	0.392
		database	Q3.1_2	0.239	0.578	0.401	0.428	0.489
		SNS	Q3.1_3	0.370	0.528	0.684	0.364	0.430
		financT	Q3.1_4	0.370	0.422	0.440	0.622	0.423
		Geoloc.	Q3.1_5	0.315	0.466	0.357	0.354	0.579
	DETECTION	**CCTV**	Q3.2_1	0.448	0.250	0.338	0.193	0.275
		database	Q3.2_2	0.207	0.516	0.398	0.379	0.415
		SNS	Q3.2_3	0.282	0.377	0.570	0.241	0.325
		financT	Q3.2_4	0.232	0.316	0.294	0.473	0.214
		Geoloc.	Q3.2_5	0.200	0.359	0.329	0.273	0.514
	PROSECUTION	**CCTV**	Q3.3_1	0.483	0.233	0.232	0.257	0.331
		database	Q3.3_2	0.273	0.505	0.405	0.361	0.470
		SNS	Q3.3_3	0.334	0.340	0.589	0.207	0.306
		financT	Q3.3_4	0.267	0.188	0.290	0.429	0.219
		Geoloc.	Q3.3_5	0.331	0.289	0.307	0.210	0.437

Table A23: Correlations – Security and happiness

			Feeling of **SECURITY**	Feeling of **HAPPINESS**					Happiness about **NOT KNOWING**
				CCTV	**SNS**	**Database**	**FinancT**	**Geoloc.**	
			Q4.3	Q5.3_1	Q5.3_2	Q5.3_3	Q5.3_4	Q5.3_5	Q5.4
Feeling of **SECURITY**		Q4.3	1.000						
Feeling of **HAPPINESS**	**CCTV**	Q5.3_1	-0.435	1.000					
	SNS	Q5.3_2	-0.506	0.560	1.000				
	Database	Q5.3_3	-0.399	0.420	0.559	1.000			
	FinancT	Q5.3_4	-0.287	0.403	0.452	0.555	1.000		
	Geoloc.	Q5.3_5	-0.449	0.609	0.637	0.608	0.485	1.000	
Happiness about **NOT KNOWING**		Q5.4	-0.435	0.325	0.359	0.232	0.344	0.398	1.000

Table A24: Correlations – Impact on privacy and feelings of security, trust and control

		NEGATIVE IMPACT on PRIVACY				
		CCTV	**database**	**SNS**	**financialT**	**geolocat.**
		Q5.1.2_1	Q5.1.2_2	Q5.1.2_3	Q5.1.2_4	Q5.1.2_5
Feeling of security	Q4.3	-0.326	-0.203	-0.272	-0.203	-0.266
Feeling of control I	Q4.4.1	0.056	0.082	0.058	-0.028	0.108
Feeling of control II	Q4.4.2	-0.052	0.056	0.069	-0.108	0.073
Trust I	Q4.5.1	-0.144	-0.08	-0.19	-0.183	-0.075
Trust II	Q4.5.2	-0.043	-0.064	0.023	-0.045	0.012

Table A25: Correlations – Feelings of security, trust and control vs. effectiveness of laws

		Knowledge of laws	Effective-ness of laws	Feeling of security	Feeling of control I	Feeling of control II	Trust I	Trust II
		Q4.1	Q4.2	Q4.3	Q4.4.1	Q4.4.2	Q4.5.1	Q4.5.2
Knowledge of laws	Q4.1	1.000						
Effectiveness of laws	Q4.2	0.290	1.000					
Feeling of security	Q4.3	0.042	0.253	1.000				
Feeling of control I	Q4.4.1	0.176	0.177	0.041	1.000			
Feeling of control II	Q4.4.2	0.137	0.173	0.021	0.400	1.000		
Trust I	Q4.5.1	0.146	0.269	0.281	0.419	0.311	1.000	
Trust II	Q4.5.2	0.183	0.246	0.100	0.167	0.496	0.304	1.000

Table A26: Correlations – Feelings of security, trust and control vs. effectiveness of surveillance measures

		EFFECTIVENESS				
		CCTV	database	SNS	financialT	geolocat.
		Q5.1.1_1	Q5.1.1_2	Q5.1.1_3	Q5.1.1_4	Q5.1.1_5
Feeling of security	Q4.3	0.423	0.231	0.323	0.342	0.292
Feeling of control I	Q4.4.1	-0.007	0.051	-0.074	0.002	-0.007
Feeling of control II	Q4.4.2	-0.042	-0.03	-0.057	-0.007	-0.041
Trust I	Q4.5.1	0.224	0.14	0.136	0.217	0.093
Trust II	Q4.5.2	0.122	0.162	0.158	0.104	0.04

Appendix B – Questionnaire

Q0.1 Country of Residence

1. Austria
2. Belgium
3. Bulgaria
4. Croatia
5. Cyprus
6. Czech Republic
7. Denmark
8. Estonia
9. Finland
10. France
11. Germany
12. Greece
13. Hungary
14. Ireland
15. Italy
16. Latvia
17. Lithuania
18. Luxembourg
19. Malta
20. Netherlands
21. Norway
22. Poland
23. Portugal
24. Romania
25. Slovakia
26. Slovenia
27. Spain
28. Sweden
29. United Kingdom
30. Other _____ *(please write in)*

Q0.2 Age

[ ] years

Q0.3 Gender

1. Female

2. Male
3. Other

Q1 Have you heard of the use of any of the below for the purpose of monitoring, observing or tracking of people's behaviour, activities or personal information?

1. Biometric data, e.g. analysis of fingerprints, palm prints, facial or body features
2. "Suspicious" behaviour, e.g. automated detection and analysis of raised voices, facial expressions, aggressive gestures
3. Data and traffic on the internet, e.g. Deep Packet/Content Inspection
4. Databases containing personal information, e.g. searching state pension databases, or customer databases of private companies
5. Online communication, e.g. social network analysis, monitoring of chat rooms or forums
6. Telecommunication, e.g. monitoring of phone calls or SMS
7. Electronic tagging / Radio Frequency Identification (RFID), e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets
8. Global Positioning Systems (GPS), e.g. tracking geolocation of cars or mobile phones
9. CCTV cameras, e.g. in public places, airports or supermarkets
10. Financial information, e.g. tracking of debit/credit card transactions

From now on, in all questions, the word "surveillance" is used for the monitoring, observing or tracking of people's behaviour, activities or personal information.

Q2 What reasons for the setting up of surveillance do you know of?

1. The reduction of crime
2. The detection of crime
3. The prosecution of crime
4. Control of border-crossings
5. Control of crowds
6. Other *(please write in)* _____
7. I Don't know of any reasons.

Q3.1 How useful in general do you think the following types of surveillance are for the <u>reduction</u> of crime?

CCTV cameras	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance using databases containing personal information	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance of online social networking	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance of financial transactions	1 Not at all useful	2	3	4	5 Very useful	I don't know
Geolocation surveillance (Using mobile phones, GPS, electronic tagging, or RFID to determine the location of the devices and the devices' owners)	1 Not at all useful	2	3	4	5 Very useful	I don't know

Q3.2 How useful in general do you think the following types of surveillances are for the <u>detection</u> of crime?

CCTV cameras	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance using databases containing personal information	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance of online social networking	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance of financial transactions	1 Not at all useful	2	3	4	5 Very useful	I don't know
Geolocation surveillance (Using mobile phones, GPS, electronic tagging, or RFID to determine the location of the devices and the devices' owners)	1 Not at all useful	2	3	4	5 Very useful	I don't know

Q3.3 How useful in general do you think the following types of surveillance are for the <u>prosecution</u> of crime?

CCTV cameras	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance using databases containing personal information	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance of online social networking	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance of financial transactions	1 Not at all useful	2	3	4	5 Very useful	I don't know
Geolocation surveillance (Using mobile phones, GPS, electronic tagging, or RFID to determine the location of the devices and the devices' owners)	1 Not at all useful	2	3	4	5 Very useful	I don't know

Q4.1 How much do you know about the laws and regulations of your country regarding the protection of your personal information gathered via surveillance measures?
1=I don't know anything about such laws and regulations, 5=I am very well informed

Q4.2 How effective do you find these laws and regulations?
1=not effective at all, 5=very effective, I don't know

Q4.3 How secure does the presence of surveillance measures make you feel?
1=very insecure, 5=very secure, I don't know

Q4.4.1 How much control do you think you have over the processing of your personal information gathered via <u>government agencies</u>?
1=no control, 5=full control, I don't know

Q4.4.2 How much control do you think you have over the processing of your personal information gathered via <u>private companies</u>?
1=no control, 5=full control, I don't know

Q4.5.1 How much do you trust <u>government agencies</u> that they protect your personal information gathered via surveillance measures?
1=no trust, 5=complete trust, I don't know

Q4.5.2 How much do you trust <u>private companies</u> that they protect your personal information gathered via surveillance measures?
1=no trust, 5=complete trust, I don't know

Q5.1.1 Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views.
(1=disagree, 7=agree, I don't know)

Q5.1.1.1 CCTV is an effective way to protect against crime.
Q5.1.1.2 Surveillance utilising databases containing personal information is an effective way to protect against crime.
Q5.1.1.3 Surveillance of online social-networking is an effective way to protect against crime.
Q5.1.1.4 Surveillance of financial transactions is an effective way to protect against crime.
Q5.1.1.5 Geolocation surveillance using mobile phones, GPS, electronic tagging, or RFID is an effective way to protect against crime.

Q5.1.2 Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views.
(1=disagree, 7=agree, I don't know)

Q5.1.2.1 CCTV aimed at protection against crime has a negative impact on my privacy.
Q5.1.2.2 Surveillance utilising databases containing personal information aimed at protection against crime has a negative impact on my privacy.
Q5.1.2.3 Surveillance of online social-networking aimed at protection against crime has a negative impact on my privacy.
Q5.1.2.4 Surveillance of financial transactions aimed at protection against crime has a negative impact on my privacy.
Q5.1.2.5 Geolocation surveillance using mobile phones, GPS, electronic tagging, or RFID aimed at protection against crime has a negative impact on my privacy.

Q5.1.3 Would you be willing to accept payment as compensation for greater invasion of your privacy, using:

	Yes	No	I don't know
Surveillance via CCTV cameras			
Surveillance of online social networks			
Surveillance utilising databases containing personal information			
Surveillance of financial transactions			
Geolocation surveillance (Using mobile phones, GPS, electronic tagging, or RFID to determine the location of the devices and the devices' owners)			

Q5.2.1 Which of the following best describes you?

1. I never notice CCTV cameras.
2. I rarely notice CCTV cameras.
3. I sometimes notice CCTV cameras.
4. I often notice CCTV cameras.
5. I always notice CCTV cameras.
6. I don't know.

Q5.2.2 In your opinion, how often do the following types of surveillance take place in the country where you live?

	Never happens	Rarely happens	Sometimes happens	Often happens	Happens all the time	I don't know
Surveillance via CCTV cameras						
Surveillance of online social networks						
Surveillance utilising databases containing personal information						
Surveillance of financial transactions						
Geolocation surveillance (Using mobile phones, GPS, electronic tagging, or RFID)						

Q5.3 How happy or unhappy do you feel about the following types of surveillance?

	Very happy	Happy	Neither happy nor unhappy	Unhappy	Very unhappy	I don't know
CCTV cameras						
Surveillance of online social networks						
Surveillance utilising databases containing personal information						
Surveillance of financial transactions						
Geolocation surveillance (Using mobile phones, GPS, electronic tagging, or RFID)						

Q5.4 Surveillance may take place without people knowing about it. How do you feel about this?

1. I feel very happy about this.
2. I feel happy about this.
3. I feel neither happy nor unhappy about this.
4. I feel unhappy about this.
5. I feel very unhappy about this.
6. I don’t know.

Q6.1 In which of the following locations or events would you find the different types of surveillance for fighting crime acceptable?

	CCTV	**Geolocation surveillance** (Using mobile phones, GPS, electronic tagging, or RFID to determine the location of the devices and the devices' owners)
Public services (e.g. local council offices)	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Private companies (e.g. banks)	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Workplace	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Schools / universities	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Clinics and hospitals	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Airports	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Public transport (Railway, subway, buses, taxis etc.)	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
City centres	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Specific areas that experience increased crime rates	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Urban spaces in general	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Mass events (concerts, football games etc.)	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
The street/neighbourhood where I live	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know

Q6.2 In your opinion is the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in your country

(1=far too little, 2= too little, 3=just right, 4=too much, 5=far too much, 9=I don't know)

Q7.1 Please indicate the extent to which you believe the following practices of <u>government agencies</u> for fighting crime are acceptable or not acceptable.
You may choose more than one option if applicable.

	Fully accept-able in all circum-stances	Acceptable only if the citizen is suspected of wrong-doing	Acceptable if the citizen is suspected of wrong-doing and the surveillance is legally authorised	Acceptable if the citizen is informed	Acceptable if the citizen has given consent	Not acceptable in any circum-stances	I don't know
Government agencies share a citizen's personal information gathered via surveillance measures **with other government agencies**							
Government agencies share a citizen's personal information gathered via surveillance measures **with foreign governments**							
Government agencies share a citizen's personal information gathered via surveillance measures **with private companies**							

Q7.2 Please indicate the extent to which you believe the following practices of <u>private companies</u> for fighting crime are acceptable or not acceptable.
You may choose more than one option if applicable.

	Fully accept-able in all circum-stances	Acceptable only if the citizen is suspected of wrong-doing	Acceptable if the citizen is suspected of wrong-doing and the surveillance is legally authorised	Acceptable if the citizen is informed	Acceptable if the citizen has given consent	Not acceptable in any circum-stances	I don't know
Private companies share a citizen's personal information gathered via surveillance measures **with government agencies**							
Private companies share a citizen's personal information gathered via surveillance measures **with foreign governments**							
Private companies share a citizen's personal information gathered via surveillance measures **with other private companies**							

Q8.1 Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views.
(1=disagree, 7=agree, I don't know)

Q8.1.1 Surveillance provides protection for the individual citizen.
Q8.1.2 Surveillance provides protection of the community.
Q8.1.3 Surveillance can be a source of personal excitement.
Q8.1.4 Surveillance can be something to play with.
Q8.1.5 Surveillance may cause discrimination towards specific groups of society.
Q8.1.6 Surveillance may be a source of stigma.
Q8.1.7 Surveillance may violate a person's privacy.
Q8.1.8 Surveillance may violate citizens' right to control whether information about them is used.
Q8.1.9 There is a potential that information gathered via surveillance could be intentionally misused by those who collect or process the data.
Q8.1.10 There is a potential that information gathered via surveillance could be misinterpreted by those who collect or process the data.
Q8.1.11 Surveillance may limit a citizen's right of expression and free speech.
Q8.1.12 Surveillance may limit a citizen's right of communication.
Q8.1.13 Surveillance may limit a citizen's right of information.

Q8.2 To what extent has your awareness of surveillance changed your personal behaviour? Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views.
(1=disagree, 7=agree, I don't know)

Q8.2.1 I have restricted my activities or the way I behave.
Q8.2.2 I have avoided locations or activities where I suspect surveillance is taking place.
Q8.2.3 I have taken defensive measures such has hiding my face, faking my data, or incapacitating the surveillance device.
Q8.2.4 I have made fun of it.
Q8.2.5 I have filed a complaint with the respective authorities.
Q8.2.6 I have informed the media.
Q8.2.7 I have promoted or participated in collective actions of counter-surveillance, such as using mobile phones to document the behaviour of police and security forces.
Q8.2.8 I have kept myself informed about technical possibilities to protect my personal data.
Q8.2.9 I have stopped accepting discounts or vouchers if they are in exchange for my personal data.

Q9 Demographics

This section relates to information about you. It may be left blank but it would greatly assist our research if you do complete it. If you do not wish to answer these questions please click on the "SUBMIT" button at the bottom of the screen. Thank you.

Q9.1 What is your highest level of education?

1. No formal schooling
2. Primary school
3. Secondary school/High School
4. Tertiary education (University, Technical College, etc.)
5. Post-graduate

Q9.2 Would you say you live in an area with increased security risks?

1. Yes
2. No
3. Not sure/don't know

Q9.3 How often do you usually travel abroad per year?

1. Up to once a year
2. 2-5 times a year
3. 6-10 times a year
4. More than 10 times a year

Q9.4 How often do you usually visit a mass event (concert, sports event, exhibition/fair etc.) per year?

1. Up to once a year
2. 2-5 times a year
3. 6-10 times a year
4. More than 10 times a year

Q9.5 If you make use of the internet, for which purposes do you use it:

1. To communicate (e.g. by email)
2. Social networking
3. Online shopping
4. Information search
5. Internet banking
6. E-government services
7. I don't use the internet